

COMPLAINT / APPEAL / INFORMATION REQUEST (CAI)

DATE:		
MEASURED ENTITY:		
INITIATOR NAME:		
INITIATOR CONTACT DETAILS:	CONTACT NUMBER:	
	EMAIL ADDRESS:	
COMPLAINT:	YES	NO
APPEAL:	YES	NO
INFORMATION REQUEST:	YES	NO

DEFINITIONS:

Complaint:

A formal complaint from a measured entity against TLVT, regarding the manner in which any aspect of the verification has been dealt with.

Appeal:

A difference between the score a measured entity feels it is entitled to, based on the information provided prior to verification, and the score awarded the measured entity by the technical signatory.

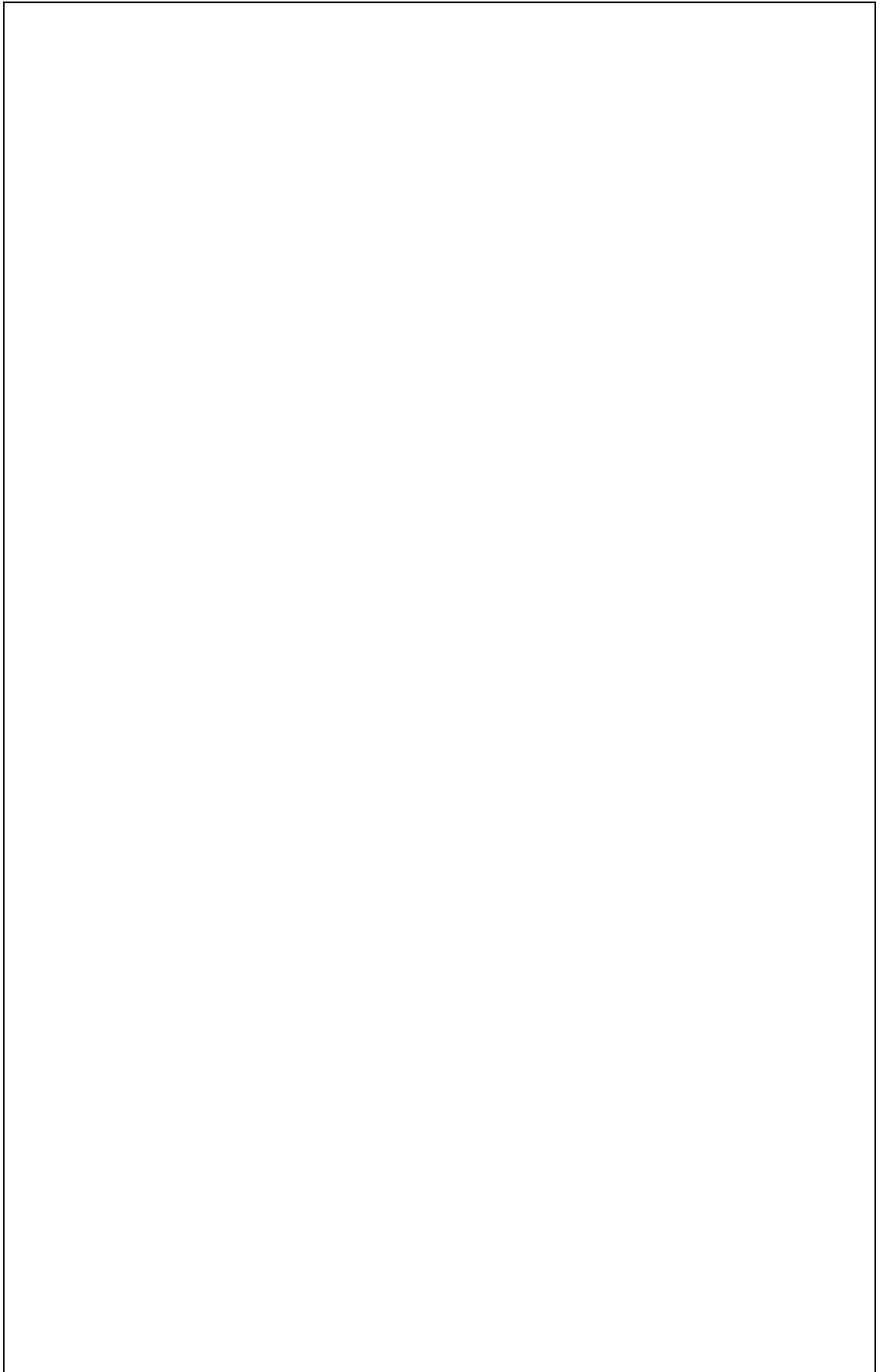
Information Request:

A request for information regarding the verification process or supporting documentation substantiation a score, from the measured entity or a 3rd party unrelated to the verification, but reliant upon the certificate provided.

A copy of the CAI procedure can be obtained from our website.

The completed form must be emailed to:

Description of complaint/ appeal or information request:



FOR OFFICE USE ONLY:

CAI NUMBER:	
CERTIFICATE NUMBER:	
ISSUE DATE:	
ANALYST:	
TECHNICAL SIGNATORY:	
EXTERNAL EXPERT ASSIGNED:	
PERMISSION FROM M/E TO DISCLOSE INFORMATION:	
DATE CAI RECEIVED:	
DATE ACKNOWLEDGMENT TO M/E:	
SIGNATURE:	

FINDINGS/OUTCOME/ACTION REQUIRED:

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RCA COMPLETED:	YES	NO
ACCEPTANCE OF CORRECTIVE ACTION:	YES	NO
FURTHER ACTION REQUIRED:		
OUTCOME COMMUNICATED:	YES	NO
DATE:		
SIGNATURE:		

CAI NUMBER ALLOCATED:		
CAI REGISTER UPDATED:	YES	NO
DATE:		
SIGNATURE:		