

**OBJECTION AND COMPLAINT NOTICE FORM**

COMPLAINT / OBJECTION / SUGGESTION REGISTRATION NUMBER:

*Registration Number will be filled in by the personnel receiving the complaint / objection / suggestion notification.***THE SECTION TO BE FILLED BY THE REPORTER OF COMPLAINT / OBJECTION / SUGGESTION (1st page)****Notification Type**Complaint  Objection  Suggestion **Information About the person who Complaint / Objection / Suggestion Notification**

<b>Name and surname</b>			
<b>Title / Mission</b>			
<b>Organization (if any)</b>			
<b>Phone number</b>		<b>E-mail</b>	
<b>Fax number</b>		<b>Date</b>	
<b>Address</b>			
<b>subject and explanation</b>			

**Complaint / Objection / Suggestion Class**

<b>Pos</b>	<b>Subject</b>	<b>if yes please mark <math>\checkmark</math></b>
1	wrong assessment	
2	Service partially or completely not provided	
3	Delay in providing service	
4	Business practices / sales methods	
5	Incorrect/Insufficient information	
6	Unjustified expenses / invoices	
7	Non-compliance with the contract	
8	Impartiality and breach of privacy	

**Signature**

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*Registration Number will be filled in by the personnel receiving the complaint / objection / suggestion notification.***SECTION TO BE FILLED BY AKTEK (2nd page)****Evaluation of the Notice (Complaint / Objection / Suggestion)**

<b>Name and surname</b>			
<b>Title / Mission</b>			
<b>Phone number</b>		<b>E-mail</b>	
<b>Date</b>		<b>Signature</b>	
<b>Evaluation Description</b>			

**Complaint / Objection Result***Fill in only in case of complaint and/or objection.*

Pos	Subject	if yes please mark <input checked="" type="checkbox"/>
1	Fulfillment of commitments	
2	Cancellation of invoice	
3	Repetition of service	
4	Contract renewal	
5	Providing information and/or training	
6	Procedure/document/form change	
7	customer error	
8	3. Application to a party organization (Accredited Organization)	

**Result of Complaint / Objection / Suggestion Additional Action to be Taken If Necessary**Corrective Action Preventive action Improvement 

<b>Decision</b>			
<b>Confirmation</b>			
<b>Name Surname</b>		<b>Signature/Date</b>	