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**Record of Formal Complaint Form NISQ 23 Stage 2 –**

**To the NISQ Director Qualification Division**

First name(s): -………………. Last name: -……………….

Qualification: -……………………… Location: -…………………

Dates: -……….to……….

Details of the complaint-please continue on the back if necessary: -

Have you previously made a VERBAL COMPLAINT about this issue?

YES………. No……….

If “yes” to whom? ……………….. When? ………………..

Have you previously made a WRITTEN COMPLAINT about this issue?

YES………. No……….

If “yes” to whom? ……………….. When? ………………..

What has been the response to your previous complaint?

What do you think should be done to put this right?

**Complainant** - **Signature: -………………. Date: -………….**

**NISQ Director Qualification Division-signature …………….. Date………………**

Time Period for Complaint – 3 working days to acknowledge receipt, 30 working days to hold Panel meeting, 3 working days to notify the complainant of outcome.

**The Complaints Panel Will Consists of 3 persons**;

**Members made up from**

* 3 Members appointed from the Challenge, Review and Advisory Committee; members appointed by the NISQ Governing Body,
* Revolving Chair – voted on day of the approval panel by the approval panel members,
* Members of the Approval Panel appointed can be replaced by other CRAC members should the circumstances require a removal of that member due to a conflict of interest or a complaint,
* Members are appointed from an active list of no less than eight names – NISQ may add additional names with similar backgrounds and qualifications, as and when required to do so, due to retirement and Conflict of Interests that have been declared,
* If persons above are or become involved in the compliant then the replacement will be by another suitable member form the live list.