

ACS ASSESSMENT COMPLAINTS' PROCEDURE

This form has been produced to help support & maintain the integrity of the Nationally Accredited Certification Scheme for Individual Gas Fitting Operatives (ACS).

It is designed to enable you to record details of any activities that are or have occurred & in your opinion feel may bring the scheme into disrepute.

It will enable complaints to be dealt with both effectively & openly by all parties involved in the operation of the scheme.

All completed complaint forms will be followed up by the appropriate Certification Body & if necessary further investigated & supported by CORGI/UKAS involvement.

Investigated complaints will be discussed openly through the regular meetings held between Certification Committee (CC) members (currently Certification Bodies (CB) and CORGI where it forms a standard agenda item.

Completed forms should be forwarded to either your Certification Body Scheme Manager or sent to: -

CORGI
Accreditation Team
1 Elmwood
Chineham Business Park
Crockford Lane
Basingstoke
Hants
RG24 8WG

ACS ASSESSMENT COMPLAINT

Reference No. To be entered By CORGI
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Sector of Assessment complaint ✓ appropriate box	Domestic	Commercial	Catering	NG	LPG

ACS Assessment involved (if appropriate)	
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ACS Assessment Centre involved (if appropriate)	
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ACS Certification Body Centre is approved by (if appropriate)	
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Summary of Nature of Complaint	
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Date complaint incident occurred		Date Complaint form raised	
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Reference No. To be entered By CORGI
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Complaint Raised by		Wish to remain anonymous ✓	
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Response to the complaint required by	
Address to return response to:-	