

	RICI Company			
	Appeal and Complain Request Form			
Doc. # QMSPR-05/F01	Rev 00	Effective date:	Jan 1, 2025	Page 1 of 2

This form is intended for clients or stakeholders who wish to lodge a formal complaint regarding the services provided or appeal a specific inspection decision made by **RICI**.

1. Type of Submission

Please check the appropriate box:

Complaint: An expression of dissatisfaction (other than an appeal) relating to the activities of the inspection body, its staff, or the inspection process.	
Appeal: A request by the provider of the inspection item to the inspection body for reconsideration of a decision it has made relating to that item.	

2. Contact Information

Name of Submitter	
Organization/Company	
Phone Number	
Email Address	
Mailing Address	

3. Inspection Details (If applicable)

Inspection Report No.:	
Date of Inspection:	
Name of Inspector(s):	
Location of Inspection:	

4. Details of the Appeal or Complaint

Please provide a clear and concise description of the issue. If this is an **appeal**, specify which part of the inspection result you are contesting. If this is a **complaint**, describe the specific behavior, delay, or service failure.

Description:

	RICI Company			
	Appeal and Complain Request Form			
Doc. # QMSPR-05/F01	Rev 00	Effective date:	Jan 1, 2025	Page 2 of 2

5. Supporting Evidence

Please list any documents, photographs, or data attached to this form to support your claim:

1. _____
2. _____

6. Desired Outcome

What action or resolution are you seeking?

- Re-inspection by a different inspector
- Correction of report data
- Formal apology/explanation
- Other: _____

7. Declaration

I hereby certify that the information provided above is true and accurate to the best of my knowledge. I understand that **RICI Company LTD** will handle this matter according to our ISO 17020-compliant Quality Manual and will provide a formal response.

Signature: _____

Date: _____