

Integra: Complaint and Appeals

Complaints

Written complaints concerning any element of the inspection process will be dealt with by Integra who will, in accordance with the complaint procedure,

- Acknowledge the complaint.
- Investigate the complaint and respond to the complainant providing information as to the findings and appropriate outcomes of the investigation.
- Prepare a summary report for the Integra Management Review Meeting, this may result in further preventative measures being identified.

Appeals

In the event that a complainant disagrees with the outcome of a complaint, they are entitled to respond in writing, giving reasons and requesting an independent review. This will be conducted by the Quality Manager or authorised deputy, fully independent from Integra. They will be responsible for the investigation, gathering, verifying and validating relevant information, taking into account results of similar appeals. The investigation may include the determination of the reason for any failure of management systems.

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