Institute for Environmental Research

**Complaint Form**

The IER complaint procedure is available upon request. After completing Part 1, email the form to the Testing Coordinator at [merediths@ksu.edu](mailto:merediths@ksu.edu).

**Part 1**: Description of Complaint *(to be completed by complainant)*

Details of person filing the complaint:

|  |  |
| --- | --- |
| Name: |  |
| Company/Position: |  |
| Address: |  |
| Telephone number: |  |
| Email: |  |

Description of complaint (consider including a description of what was desired, your perspective on what went wrong, and the impact to you/company arising from this issue):

|  |
| --- |
|  |

**Part 2**: Investigation and Findings *(to be completed by IER investigator)*

Nonconformity number assigned:

|  |  |
| --- | --- |
| NC#: |  |

Details of IER staff member authorized to investigate the complaint:

|  |  |
| --- | --- |
| Name: |  |
| Position: |  |
| Date of receipt: |  |

Description of investigation and findings (attach supporting documentation if necessary):

|  |
| --- |
|  |

**Part 3**: Decision *(to be completed by IER Testing Coordinator or Director)*

Feedback/decision provided to client regarding complaint:

|  |
| --- |
|  |

Name, date, and signature of IER Testing Coordinator, Director, or other authorized person for completion of this form:

|  |  |  |  |
| --- | --- | --- | --- |
| Name/Position: |  | Date: |  |

|  |  |
| --- | --- |
| Signature: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

After completion, give this form to the Testing Coordinator for archiving.