

FSG- PROCESS FOR DEALING WITH APPEALS DISPUTES & COMPLAINTS

THIS PROCESS IS ADAPTED TO RESOLVE ALL FORMS OF APPEALS, COMPLAINTS AND DISPUTES ARISING FROM THE ASSESSMENT & CERTIFICATION PROCESS.

COMPLAINTS AND APPEALS WILL BE ACCEPTED THROUGH EMAILS ADDRESSED TO:

THE QHSE REPRESENTATIVE.

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THE QHSE REP. WILL ADDRESS THE ISSUE AND RESPOND TO APPELLANT OR COMPLAINANT WITHIN 2 WORKING DAYS, ASSIGNING A UNIQUE REFERENCE NUMBER.

ALL FURTHER COMMUNICATION SHOULD CARRY THE URN. (UNIQUE REFERENCE NUMBER)

APPELLANT/COMPLAINANT MUST INDICATE WHETHER IT IS A COMPLAINT OR APPEAL IN THE SUBJECT MATTER

