

Complaints and Appeals Registration Form

1. ISOSURE GLOBAL PTY LTD – Appeals & Complaints

A formal procedure will be followed to: -

- Receive, validate and investigate appeals and complaints
- Track and record appeals and complaints and the actions undertaken to resolve them.

All appeals and complaints will be acknowledged in writing and thoroughly investigated by the management committee of ISOSURE GLOBAL via the procedures outlined.

ISOSURE GLOBAL management will be responsible for all decisions during the appeals & complaints-handling process. The appeal or complaint must be resolved within 20 working days of the initial lodgment of the appeal or complaint.

Investigation of and decisions on appeals and complaints will not result in any discriminatory actions against the appellant. The independent ISOSURE GLOBAL management committee handling the appeal or complaint will provide progress reports to the appellant and will communicate the findings and decision reached via a formal notice. Such decisions will be final.

2. Appeal/Complaints Registration:

(Customer to complete the section below and submit to admn@isosureglobal.com)

Client Name:	
Contact Name:	
Contact Tel. No:	
Contact email address:	
Type of Rating:	
Appeal Description:	
Signed:	Date:

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