
PARTICIPANT COMPLAINT FORM

(Not to be used for Appeals/Reassessments)

Please contact:

Andrew Dodson
UK NEQAS ICC & ISH Scheme Director
Office 127, Finsbury Business Centre.
40 Bowling Green Lane
London. EC1R 0NE
United Kingdom
Tel: +44 (0)207 415 7065
Email: adodson@ukneqasiccish.org

Person(s) Submitting Complaint	
Participant/Lab Number (mandatory)	
Site Name and Location	
Module or area of scheme concerned (optional)	
Preferred Method of Contact	
Contact Details (tel/fax/email/address)	

What happens next:

1. Write the details of your complaint on page 2
2. Send the form to the Scheme Director or to Scheme Manager (same address as above)
3. The scheme will contact you to acknowledge receipt of your complaint
4. The matter will be discussed by UK NEQAS ICC & ISH Management at the earliest possible opportunity
5. You will receive an official written response from UK NEQAS ICC & ISH within 14 days
6. Your reply will be either:
 - a. A formal response to the complaint following discussion and investigation by the scheme or
 - b. A progress report as to the likely turnaround time for the above

UK NEQAS ICC & ISH Management Use Only (do not write on this page):