	MANAGEMENT SYSTEM CERTIFICATION DOCUMENT	Document No: MSC-P21-FA Page 1 of 2
	COMPLAINTS RECORDING FORM	Version: 03 Effective: Sept 2024
	Compiled by: CERTIFICATION	Approved by: GM-Certification

***This form should be completed in full and the complaint should be addressed to the GM: Certification, Namibian Standards Institution through any of the following means:***

Email: [certification@nsi.com.na](mailto:certification@nsi.com.na)


By post: P.O. Box 26364 Windhoek, Namibia

Hand delivery: 37 Feld Street, Windhoek, Namibia

For any other enquiries; Tel: +264 61 386400, Fax: +264 61 386454

**Section A: DETAILS OF A COMPLAINANT AND LODGED COMPLAINT**

Details of complainant	
Name of complainant:	Date:
Organization:	Phone No:
Physical Address:	Fax No:
Postal Address:	E-mail:
Town:	Country:
Complaint details (Description of a complaint)	
List of supporting document(s) submitted (If any)	
1.	
2.	
3.	
4.	
5.	
Declaration	
<p>I, _____, hereby acknowledge that I have read and understood the steps indicated in the Complaints Handling Process (MSC-P21-AA) and I hereby agree that my complaint be dealt with in accordance with the Complaints handling process (MSC-P21-AA).</p> <p>I declare to the best of my knowledge and belief that the information and/or documents that I provide are true and correct</p>	

 <small>NAMIBIAN STANDARDS INSTITUTION</small>	<b>MANAGEMENT SYSTEM CERTIFICATION DOCUMENT</b>	Document No: MSC-P21-FA Page 2 of 2
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<hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/> <b>Signature</b>	<hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/> <b>Date</b>
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**NB:**  
Please ensure that you have duly completed the form and provided your contact details and relevant supporting documents.

**Section B: FOR OFFICE USE ONLY**

(To be completed by the personnel receiving the complaint)

Means of submission (Please tick)

E- mail  Post  Hand delivered

Complaint #									
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Please tick the correct box

Internal		External	
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Date complaint received: \_\_\_\_\_

Received by: \_\_\_\_\_

Signature: \_\_\_\_\_