

Checklist for filing a complaint

HQAI welcomes complaints and is committed to making the process as simple as possible. Several points are nevertheless necessary to file a complaint. Before sending a complaint, please check:

- Have you downloaded, read and understood the policy (POL048) and procedure (PRO048) on complaints handling at HQAI?

Does your complaint

- Fit into the scope of complaints addressed by HQAI?
 - is it against an audited organisation regarding the conformity with the standard(s) against which it is audited? or
 - Is it against HQAI as an organisation, its processes, including this policy or pertaining to the performance/conduct of a member of the staff, including auditors, interns and the governing bodies, and HQAI's Executive Director (ED)?
- State the date of the complaint?
- Indicate your name and contact details?
- Disclose connection you may have with interest related to the complaint?
- Identify against whom the complaint is filed?
- Describe the reasons for the complaint?
- Describe the expected outcome(s) of the complaint (e.g. an apology)?
- Provide objective evidence sustaining the complaint?
- Have you first voiced your complaint with the people or organisations involved?
 - do you demonstrate it? or,
 - justify why you have not done it?
- If you are concerned that the ED may have a conflict of interest in the issue in question, and thus directly submit your complaint to the Chair of the Advisory and Complaint Board, do you explain why?

Note: The note supporting a complaint may be short and simple, but shall include sufficient documented objective evidence to substantiate the complaint and identify the basis for the complaint. Dissatisfaction without any justified reason or based on hearsay will not be considered as a complaint and should be rejected.

2021-04-19 - according to POL048 V2020-08-24 and PRO048 v2020-09-03