



TECHNICAL SERVICES

Appeals Request Form

- Please complete all details to allow us to effectively process your appeal.
- Veuillez compléter tous les détails pour nous permettre de traiter efficacement votre appel.
- Bitte füllen Sie alle Details aus, damit wir Ihre Beschwerde effektiv bearbeiten können.
- Παρακαλώ συμπληρώστε όλα τα στοιχεία για να μας επιτρέψει να επεξεργαστεί αποτελεσματικά την έκκλησή σας.
- Si prega di completare tutti i dettagli per permetterci di elaborare efficacemente il vostro appello.
- Vennligst fullfør alle detaljer for å tillate oss å effektivt behandle din appell.
- Wypełnij wszystkie szczegóły, aby umożliwić nam skuteczne rozpatrzenie Twojego odwołania.
- Пожалуйста, заполните все детали, чтобы мы могли эффективно обрабатывать вашу апелляцию.
- Complete todos los detalles para permitirnos procesar eficazmente su apelación.

Company Name	
Contact Name	
Address	
Email	
Telephone	
Date of Appeal Logged	

Scheme Code (ie MT/W/CC/2020/01)	TECHNICAL SERVICES
Details of Appeal	
Documents to support appeal	Please supply photo-copies of any details that may support the appeal and list them here - - - - -
Signature and Date	



TECHNICAL SERVICES

Tracking Appeal – NTS-LTD to complete. Appel de suivi - NTS-LTD à compléter, Tracking Appeal – NTS-LTD zum Abschließen, Sporing appell – NTS-LTD à fullføre

Action	Date	Name	Comments
Appeal Received:			
Appeal Assessment By:			
Appeal Assessment Review:			
Independent Review:			
Outcome of Review:			
Communication of Review:			
Corrective Action:			
Appeal Closed:			

Reviewal Process – NTS-LTD to follow.

1 - Has the service been delivered?	(Yes/No)
2 - Was there a delay with the service?	(Yes/No)
3 - Was the service poor?	(Yes/No)
4 - Was the service not in line with the tender?	(Yes/No)
5 - Was reports issued on time?	(Yes/No)
6 - Was the reporting accurate?	(Yes/No)
7 - Have NTS-LTD reviewed all documents?	(Yes/No)
8 - Has the certificate been issued?	(Yes/No)
9 - Has payment been made/received?	(Yes/No)
10 - Was the cost justifiable?	(Yes/No)
11 - Is this the first time this company has complained?	(Yes/No)
12 - Is it a sample error?	(Yes/No)
13 - Is it a packing error?	(Yes/No)
14 - Is it a paperwork error?	(Yes/No)

Comments:



TECHNICAL SERVICES

Assessment of Appeal

Severity of Appeal	
Impact of Appeal	
Risk of Appeal	

Corrective Action Required:	
Re-audit Required:	
Re-test Required:	



Closure

Appeal Closed Date	TECHNICAL SERVICES
Closed By	