Complaint/ Appeal Process

ACTIVITY	RESPONSIBLE
Start	
Identify/ Received Complaint & Appeal	**Any Staff**
Acknowledgement to Complainant/ Appellant	**Respective Business QMR/ Responsible Staff**
Document Complaint/ Appeal on Reliance	**Respective Business Unit QMR**
Conduct root-cause or potential problem analysis on Reliance	**Investigator**
Plan and design suitable corrective/ preventive action on Reliance	**Investigator**
Complete the correction and CAPA (with evidences) and update all the details on Reliance	**Investigator**
Actions will be reviewed by QMR	**BU QMR**
Effective ? (No → Conduct root-cause or potential problem analysis on Reliance; Yes ↓)	
Complaint Closure on Reliance	**BU QMR**
Information and investigation details to complainant/ Appellant	**BU QMR**
End	