



C-Capsule Code

SF-04: Complaint

Version: 1.0

Release Date: January 2023



Document Control

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1 Introduction

The following form included within this document is to be used by all persons for submitting Complaints related to the C-Capsule Product Code and associated documents. Evident reserves the right to request further information in addition to that requested in this form where, in its reasonable opinion, the information provided is insufficient to consider the matters raised.

The completed form should be sent by email to helpdesk@c-capsule.com.

This document is correct at the date of issue; however C-Capsule may change the information requirements without notice where necessary for compliance with national legislation or to preserve the integrity for the C-Capsule market.

SF-03: Complaint			
Date	DD	MM	YYYY
Description of complaint <i>(for complex complaints, please submit and refer to accompanying documents)</i>			
Confidential? <i>(please select)</i>	Yes / No		
Complaint urgency <i>(please select and provide reason for opinion)</i>	Low / Medium / High / Critical		
Potential impacts <i>(for complex complaints, please submit and refer to accompanying documents)</i>			
Potential remedy <i>(optional)</i>			

Complainant Details	
<i>Complete all fields. IDs, codes, and names should, if applicable, be as displayed in the Evident Registry.</i>	
Organisation ID/code	
Organisation name	
Complainant name	
Complainant e-mail	
Signature	