



INTERNATIONAL SEED TESTING ASSOCIATION (ISTA)

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COMPLAINTS AND APPEALS

Complaint

Appeal

Description *(details on complainant)*

Date and Signature:

Follow-up with complainant necessary? Yes No **date, signature:**

Correction *(immediate action)*

Due date: Signature:	Done date: Signature

Root cause *(possible sources of error)*

Due date: Signature:	Done date: Signature

Corrective Action *(long term action)*/ Preventive Action *(action to prevent re-occurrence)*

Due date: Signature:	Done date: Signature

Feedback given to the complainant? Yes Not applicable Date/Initial |

Evaluation of effectiveness *(if measure initiated was effective to prevent recurrence of problem)*

Due date: Signature:	Done date: Signature

Close off

Date: _____ Initials/Signature: _____