

TRUSTED Mark® SCHEME

Trust 211: Incident Report

Incident Report

Incident No.		Reported on		Closed on	
Incident Type					
Suggestion / Observation			Opportunity for Improvement		
Appeal			Complaint		
Incident initiator					

Source

Trusted Mark Secretariat Staff Member	Certifying body
Retailer (Client)	Accreditation body
Client's customer	Others

Complaint / Problem/ Appeal Details

Nature of Problem / Complaint/ Appeal:
Investigation by Investigating team
Action taken
Mediation Committee Feedback and Final Decision

Executive Director sign _____ Date _____

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