

GENERAL COMPLAINTS AND APPEALS PROCESS

Day 1

Customer

Select the **Consumer Information** tab on the TTBS website

Customers can also Walk in to our Head Office or call the Consumer Liaison Officer (CLO) at 662-8827 ext 2268 to lodge a Complaint or Appeal

Select **Complaints and Appeals** in the drop down list presented

Select "[please click here](#)" under the subheading: **If your complaint is about: Implementation Division**

Enter information requested on the form provided and select **Submit** on completion

The submitted Complaint or Appeal is automatically acknowledged and generates an email response to the complainant/ appellants, following which an assigned officer verifies that it is applicable to the Implementation Division/ inspection Body (IB)

Assigned Officer/
(or Designate)

Is the Complaint or Appeal applicable to IB?

Forwarded to CLO

Yes

Complaint

Is it a Complaint or an Appeal?

Appeal

An investigating Officer (IO) is assigned to review relevant documents, obtain additional information as required and conduct necessary interviews

An Appeals Committee is convened to review relevant documents, obtain additional information as required and conduct necessary interviews

Complaint Report

The IO submits a report for review, approval and implementation of Recommendations/Corrective Actions by management

The Appeals Committee determines if the appeal should be granted or not with justifications submitted in a report for review, approval and implementation of Recommendations/ Corrective Actions by management

Appeal Report

Complainant is updated and complaint is closed

Appellant is updated and appeal is closed

Day 20