



Kumaran Educational Foundation

No: 58 / A -1, Kumaran Towers, TPK Main
Road, Palanganatham, Madurai-625003.
TamilNadu, India.

Complaint & Appeal Registration Form

DOC.NO

KEF/
CUS/R/06

IssueNo

IssueDate

RevisionNo

Revision Date

Page

01

01.03.2023

01

08-05-2024

Page 1 of 2

Complaint and Appeal Registration Form

Definitions:

Appeal: An appeal is a formal notification indicating disagreement with a certification decision within the certification process. It is a request made by the provider of the object of conformity assessment to KEF, seeking reconsideration of a decision related to that object.

Complaint: A complaint is a formal expression of dissatisfaction, other than an appeal, made by any person or organization. It pertains to the behavior of a KEF employee, KEF's methodology, or work performed under KEF's contractual responsibility, either by a critical office or subcontractor, where a response is expected.

Concern: A concern is an expression of dissatisfaction or worry by any person or organization regarding a client certified by KEF. It is not sufficiently substantiated to be classified as a complaint, but still warrants a response.

Date	
Organisations name	
Representative name	
Address	
FSSAI license no-	
Telephone	
Fax	
E-mail	
Type (cross out what is not applicable)	Complaint Appeal Concern

Trait	PreparedBy	ReviewedBy	ApprovedBy
Name	Komal Yadav	M. Gayathri Devi	M. Gayathri Devi
Designation	Technical Manager	ChiefOperating Officer	ChiefOperating Officer



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Page 2 of 2

Description

Please describe your complaint/appeal as much as possible (“who, what, where, when”) and provide any necessary documentation if applicable

Evidence

Please specify the evidence for your complaint/appeal.

Instructions

- Duly filled form is acceptable.
- Complainant and Appellant must fill this form in soft or in hard.
- In case of hard copy, physical signature is must.
- Form must be legible.
- Filled Form can be sent in case of soft to tharanikef@gmail.com or in case of hard copy designated to Mr./Ms.Komal Yadav (Technical Manger) at corporate office addressat No.58/A-1, Kumaran Towers, TPK main Road, Palanganatham, Madurai – 625003, Tamil Nadu (India).

Note: The time line of 15 Days of grievance redressal starts from the date of appointment of Investigation officer against your complaint or appeal.

Trait	PreparedBy	ReviewedBy	ApprovedBy
Name	Komal Yadav	M. Gayathri Devi	M. Gayathri Devi
Designation	Technical Manager	ChiefOperating Officer	ChiefOperating Officer