

Objection and Complaint Form

Tell us what happened, what evidence is available and the outcome you are seeking.

Complete in English. Save a copy before entering information, then save, close and reopen to check your entries. Use linked continuation sheets for longer answers and identify each attachment. Fields marked * apply only to the relevant route.

This form is optional. IAF also considers reports in other formats and incomplete submissions. Provide a safe contact route if you want acknowledgement and updates.

01 Submission route

Which route best describes your submission?

- ☐ Complaint ☐ Objection / appeal ☐ Unsure - please route

A complaint concerns service, conduct, delay or another concern. An objection / appeal asks for review of a notified decision. IAF will confirm the route and preserve the original receipt date.

Submitting as

- ☐ Individual ☐ Organisation ☐ Representative ☐ Anonymous

02 Your details & safe contact

Contact full name

Role / capacity

Email

Phone with country code

Organisation / affiliation, if relevant

Country / region

Membership / participant ID, if any

Preferred safe contact route

- ☐ Email ☐ Phone ☐ Other ☐ No contact

Safe contact instructions, reference alias or times to avoid

Representative authority / permission reference, if applicable

Language or accessibility assistance requested

Matter, decision & grounds

Distinguish direct observations from information received or conclusions you have drawn.

03 Affected activity or decision

Short subject / matter title

IAF programme / service / committee

Organisation or person concerned

Decision / certificate / case reference

Incident date (YYYY-MM-DD)

Decision notified (YYYY-MM-DD)

Notification method / evidence

For an appeal: normally file within 30 calendar days of notification, under the IAF Appeals and Complaints Policy. Do not delay a timely intention to appeal while gathering documents. Explain defective notice, access problems or any request to accept late filing below.

Facts and timeline - what happened, where, when and who was involved

04 Reasons for challenge

Select any relevant grounds

☐ Service / conduct / delay

☐ Incorrect facts or evidence

☐ Process or impartiality concern

☐ Wrong rule or scope applied

☐ Public claim / mark use concern

☐ Other - explain below

Grounds, affected requirement and material effect; note uncertainties

Filing timing explanation or additional notification details

Evidence & requested resolution

Use a secure reference for restricted records. Keep original evidence and identify any redactions.

05 Supporting material

Choose a status for every item. Give a file name or secure-transfer reference; explain N/A or missing items below.

Evidence item	Status	File / record reference
Notified decision or relevant correspondence	Select	
Timeline / incident records	Select	
Technical results, photographs or supporting documents	Select	
Witness account or permission / authority record	Select	

Witnesses or evidence holders - role and secure contact reference

Restricted information, sharing concerns and redacted summary available

06 Action requested

Requested resolution and why it addresses the matter

Urgent protection or interim action requested; describe any current risk

An appeal does not automatically suspend a decision. IAF will consider any interim request under the applicable rules. For an immediate safety emergency, contact the appropriate emergency service or site response team.

Related complaint, provider, regulator or court proceeding - reference and status

Privacy, statement & submission

You may raise a concern without becoming a member or accepting membership terms.

07 Handling and confidentiality

IAF uses these details to assess, investigate and respond to this case, preserve evidence and administer an independent review where applicable. Access is limited to authorised personnel and necessary providers or reviewers under the applicable privacy notice.

Provide only relevant information. Obtain the notice stating the responsible entity, privacy contact, uses, recipients, transfers, retention and rights. Send sensitive records securely. Optional publicity is separate from required processing.

Confidential handling is not an absolute guarantee of anonymity. Necessary facts may be shared fairly with the person concerned, independent reviewers or another competent recipient. State identity or retaliation concerns below so that protective handling can be considered.

Identity protection, retaliation concern or safe-handling request

Privacy notice received / requested - reference and edition

08 Submission statement

- ☐ To the best of my knowledge, the information is accurate. I have identified material uncertainties and may supply further relevant information.
- ☐ I understand that IAF will use relevant information to handle this case and may share necessary material under its privacy and fair-process rules.

These statements do not waive external rights. A general complaint or public safety report is not rejected solely because it is anonymous, unsigned or lacks unnecessary personal details. A representative may be asked to establish authority for a personal appeal or confidential disclosure.

Signatory full name

Signature date (YYYY-MM-DD)

Signature - digital certificate or handwritten

Select this signature field in a compatible PDF reader, or print and sign.

Sign by hand or with an accepted verifiable electronic signature. A typed name or checkmark alone does not verify a signature. Retain the signed copy and any linked signature evidence.

09 What happens next

Where contact is available, the policy provides acknowledgement within 7 calendar days; an initial complaint response within 30 calendar days; and normally a determination within 60 calendar days. Open cases receive updates at intervals no longer than 20 calendar days. Extensions require reasons and a revised timetable.

Submit through the official complaints and appeals route published through iaf.com or verified with the IAF Secretariat. Retain the submitted form, attachments and acknowledgement. Do not send passwords, full identity documents or sensitive technical files through an unverified address.

IAF intake & case handling

IAF USE ONLY | Applicants leave this page blank. Record actual dates and authorised decisions.

Case / application reference

Received date (YYYY-MM-DD)

Case owner - full name / role

Acknowledged (YYYY-MM-DD)

10 Route, triage & independence

Confirmed route / linked protected case

Register reference

Receipt timestamp / time zone

Appeal deadline / timing record

Urgent risk, evidence protection and referral action

Conflict screening / assignment record

Independent investigator or three-person appeal panel - names / record

11 Timetable & communication

Initial response due (YYYY-MM-DD)

Determination due (YYYY-MM-DD)

Next update due (YYYY-MM-DD)

Case plan / extension reference

12 Outcome & follow-up

Current case state

- ☐ Open
- ☐ Further information
- ☐ Determined
- ☐ Referred

Reasoned outcome, remedy or interim decision - linked record

Corrective action / owner / due date reference

Decision notice / record reference

Notified (YYYY-MM-DD)

Retain the application and decision evidence with controlled access. After an application is digitally signed, record later office entries in a separate linked record to preserve the signature. Retain any applicable review or appeal information with the notice.