

SAMK / Reclamation form

1. Sender details

Name/organization:

Street address:

Postal code, Post office:

Telephone number:

Email address:

Name of the person acting on behalf of the sender (if needed):

Contact person (if not mentioned above):

2. Details of reclamation:

Please, send the Reclamation form in electronic form to the person (firstname.lastname@samk.fi) that handles the reclamation after filling in sections 1 and 2.

A Complaint Investigator is

1. the Managing Director and in his discretion the Board of SAMK in issues concerning the top management
2. the Board in issues concerning the Managing Director
3. the Managing Director in issues concerning the internal board
4. the Dean in issues concerning the Faculty

3. Reclamation received

Date:

Name of receiver:

Reclamation received by: <input type="checkbox"/> phone <input type="checkbox"/> email <input type="checkbox"/> in person <input type="checkbox"/> post <input type="checkbox"/> other			
4. Follow-up of reclamation process			
Action	Date	Name	Remarks
Person dealing with the reclamation has informed the sender that the reclamation has been received.			
Person dealing with the reclamation has evaluated whether the reclamation results in some correcting measures and has defined the measures.			
Correcting measures			
Corrections measures have been done.			
Person dealing with the reclamation has informed the sender about the correcting measures which have been done and knows whether the sender is pleased with the result. The handler records the satisfaction/dissatisfaction of the complainer in regard to the outcome of the complaint in a complaint form (under "remarks") or possibly in some other document better describing the complaint process.			
The reclamation process is closed.			