

Complaints and Public Feedback Procedure

GSQA-REV-001 · 2.0 · 2026-10-19

1. Information required for complaints

Provide the issue, relevant record or product, facts, evidence and question to be addressed. Contact details are used only for handling, and unrelated personal data are not disclosed publicly. Feedback without private attachments may be submitted without registration.

2. Response periods

Acknowledge receipt within 3 working days and explain acceptance or referral within 5 working days. Normally respond with the outcome within 20 working days, or explain the reason and next response date. A submission to the wrong channel may be transferred while preserving the acknowledgement link.

3. Independent examination and closure

The handler must have no unresolved conflict of interest. Give relevant parties a reasonable opportunity to respond and distinguish established facts from allegations. State reasons and necessary corrections on closure. A complaint alone does not automatically revoke an award.

4. Complaint scope

Complaints may concern project service, procedure, impartiality or facts related to an award. An applicant or award holder challenging a particular decision should request review. Suspected unauthorised mark use and ordinary information errors have dedicated feedback routes.

5. Preparing a complaint

Identify the relevant award, application or page where possible, with facts, dates, supporting material and matters to be checked. Distinguish direct observations from inference. Anonymous information may be considered, but may limit further verification and replies.

6. Submitting a complaint

Submit the relevant material through the form and avoid unrelated personal data. Provide an email address if an acknowledgement and reply are required. Use the designated channel for non-public attachments. Complaint content must be verified; submission does not establish it as fact.

7. Complaint handling

After acceptance, check scope and information and assign appropriate personnel to examine evidence and responses. Interim measures may be taken under the rules where a material risk exists. Complaints do not automatically cancel awards, and complaint volume does not replace evidence.

8. Acknowledgements and further communication

Retain the acknowledgement number and submit additional material through the designated secure channel. The outcome will explain conclusions, appropriate measures and any further available procedure. Confidentiality, personal data and parties' rights may limit public disclosure of handling details.

9. Records, handling and corrections

Keep the application or case number, specific product and market, version applied, documents and page references, responsible personnel, material dates, reasons and formal notices relevant to this document. Handle personal data and trade secrets under access controls. Questions about a record may be raised through information correction, complaints or review by an entitled applicant. Submission alone does not change an existing decision or licence. The formal notice and current record govern the outcome.

10. Effective date, application and versions

Version 2.0 was published and took effect on 19 October 2026 and applies to relevant matters formally submitted after that date. Retain the original snapshot and rules for existing applications; notify substantive changes separately and apply transitional arrangements. Do not retrospectively add new conditions to historical decisions. Web and downloadable texts must agree. Identify superseded versions and record name or wording corrections separately from substantive amendments.