

Complaints Consultation Management Rule of JBATA

Revised Version (November 26,2015～)	Previous Version
<p>(Investigation of and response to complaints/consultation received) Article 5 (snip) (3) Specific actions to be taken for the complaints/consultation shall be considered and implemented by the responsible department at the JBATA (including a notification of the result of actions taken to address a complaint to those who made that complaint). The Oversight Committee office shall periodically report to the Oversight Committee the progress of implementing such actions and the Oversight Committee shall confirm it. After confirming the situation the Oversight Committee shall recommend to the Board necessary actions, for example, outsourcing review of benchmarks to an external institution, according to the need. (snip)</p>	<p>(Investigation of and response to complaints/consultation received) Article 5 (snip) (3) Specific actions to be taken for the complaints/consultation shall be considered and implemented by the responsible department at the JBATA. The Oversight Committee office shall periodically report to the Oversight Committee the progress of implementing such actions and the Oversight Committee shall confirm it. After confirming the situation the Oversight Committee shall recommend to the Board necessary actions, for example, outsourcing review of benchmarks to an external institution, according to the need. (snip)</p>