

Raise a complaint or escalation

Separate a service complaint from an ordinary support case and ask for review by the appropriate accountable owner.

Task: Use the raise a complaint or escalation process consistently and retain the right evidence.

Audience: Customers, users and partners

Owner: Obedience Governance

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Purpose and scope

Separate a service complaint from an ordinary support case and ask for review by the appropriate accountable owner.

Use this guide as orientation, then rely on the signed agreement, current policy or named support response where those sources set a more specific obligation.

Prepare the right information

- The underlying case or correspondence.
- The concern and desired resolution.
- Material dates, impact and supporting evidence.

Follow the controlled process

1. Frame the need

State the desired outcome, affected product and accountable contact. For raise a complaint or escalation, avoid assumptions that have not been confirmed in writing.

2. Review and decide

Use the current governed source, record material questions and obtain approval from the person who owns the decision.

3. Retain evidence

Keep the final reference, date, decision and any follow-up action together so a later reviewer can reconstruct what happened.

Expected record

- A logged complaint or escalation.
- An independent internal review where appropriate.
- A reasoned outcome and further route.

Keep in mind

A complaint does not replace urgent security or emergency reporting routes.

Security and disclosure boundary

- Never send passwords, authentication codes, private keys or recovery codes to Obedience staff.
- Share the minimum customer, project and commercial information needed for the stated purpose.

- Public documentation explains controls and responsibilities without publishing exploitable topology, credentials or confidential implementation detail.