

Quality Management System Procedure [Laboratory Name]	Issue Date: YYYY/MM/DD	Rev.: 0
	QSP 4-8-1 - Complaints	
		Page #: 1 of 4

Prepared by: _____ Date: _____

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Purpose

To define how to handle and resolve customer complaints.

Scope / Field of Application

A special corrective action request where the problem has been discovered by the customer rather than identified and rectified within the laboratory.

Responsibility

Managers and supervisors continually solicit customer feedback.

Employees receiving complaints are responsible for recording the details of the customer complaint, do what they can to resolve the immediate problem or assure the customer that their complaint will receive immediate attention, inform the customer that the laboratory will contact them by a certain time or date, and pass the details of the complaint on to their supervisor and advising them if the nature of the complaint is serious or might lead to legal action.

Managers/supervisors analyse the nature of the complaint (contacting the customer for further information if necessary), initiate action to resolve the complaint (keeping records of these actions), contact the customer to determine whether the solution is sufficient, implement long-term solutions to prevent the recurrence of this type of complaint (keeping records of these solutions), and monitor the effectiveness of the long-term solution (keeping records of follow-up verifications).