

CREH ANALYTICAL LTD

The Handling of Complaints Procedure (CREH/7.9/02)

Description:

Describes the procedure for handling a customer complaint, this can be received via email, a telephone call, in a meeting, from a customer feedback form, or by letter.

Location: Main Office.

Procedure:

- 1 If not already provided by the customer, take down the following:
 - a. The customer's name, Company and contact details - email and telephone as a minimum requirement.
 - b. Any test results associated with the complaint.
- 2 Acknowledge the complaint with the customer, either by telephone, e mail or letter (a record of this acknowledgement should be kept within the Customer Complaints File (CREH/7.9/00)).
- 3 Advise the complainant that we aim to respond to all complaints with results of an investigation within ten working days.
- 4 The complaint will be, in the first instance, be investigated, reviewed and approved by a senior member of staff within the Laboratory that has not been involved in the original work. If this is not possible, then the complaint will be handled by the independent Technical Consultant, John Watkins. They will then complete steps 5 to 7.
- 5 Complete a non-conforming work report (CREH/7.10/10REC), following guidance given in the associated procedure (CREH/7.10/PRO).
- 6 Put any associated corrective actions into place, including the assessment of risk and opportunities in relation to any findings.
- 7 If the complaint is resolved by someone other than the Laboratory Manager, ensure the results are reviewed and approved by them and the investigation signed off.
- 8 The Laboratory Manager will contact the complainant and advise them of the results of the complaint. If the investigation is not complete within the allocated time, inform the complainant of what progress has been made.
- 9 Further action by the independent senior staff member may be necessary if the complainant is not satisfied with the findings of the complaint. In this case the complaints procedure is restarted.

Records:

Complaints acknowledgement: Email, word document, customer conversation log (CREH/7.1/01A).

Complaints investigation: Non-conforming work report.

Further investigation: Ad-hoc audit, Supplementary Audit Form (CREH/8.8/01B).