Purpose

To define how to handle and resolve customer complaints.

Scope/Field of Application

A *Non-conformity Record* Form# 4-8-1-F1, *Nonconformity Record(NCR)* where an issue has been discovered.

Definitions and Acronyms

Form# 4-8-1-F1, *Nonconformity Record(NCR)*– Form used to document, investigate and remediate client complaint if required.

Non-conformity- A non-fulfillment of a specified or implied requirement of the Quality Management System.

Qualification Process – Process of demonstrating whether an entity is capable of fulfilling specified requirements.

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 when the investigation is completed.

Managers/supervisors analyse the nature of the complaint (contacting the customer for further information if necesary), initiate non-conformity record or corrective action record to resolve the complaint, inform the customer of the resolution, implement long-term solutions to prevent the recurrence of this type of complaint, and monitor the effectiveness of the long-term solution.

The Quality Manager follows up with all appropriate personnel to assure the correct action has been implemented and demonstrated.

Materials Required

Non-conformity Record

Procedure

Record-Keeping

1. Record complaint on a non-conformity record form or corrective action form and identify it as a customer complaint by checking off the customer complaint check-box.

2. Perform whatever immediate corrections can be made and record these details.

3. Notify Quality Manager and/or Technical Leader by close of business of the day of the complaint.

4. Quality Manager / Technical Leader determines whether a corrective action needs to be taken to prevent recurrence.

5. If necessary, a root cause analysis is performed to identify the cause of the non-conformity.

6. Take action to prevent recurrence.

7. Perform follow-up investigation to ensure the appropriate action was taken and was effective.

Written Responses

1. Any required written responses to customers are authored by the Lab Director.

2. Copies of the written response are attached to the Corrective Action Request/Noncomformity Record.

3. Final review is conducted by the Quality Manager.

Documentation

All records are kept with the Quality Manager.

Reference Procedures

QSP 4-11-1 Corrective Action

REVISION HISTORY		
CURRENT VERSION	**EFFECTIVE DATE**	**SUMMARY OF CHANGES**
1	2016/07/01	Original Version
2	2018/04/01	Change revision history table, issue date to effective date, rev#to ver#