1. Purpose

It is the laboratory policy to investigate all calibration-related complaints regarding the activities for which the organization has been accredited. Normally these complaints are received from clients for the amicable resolution thereof. Such a complaint is coupled to an internal audit/non-conformance investigation. Appropriate steps are taken to avoid reoccurrence of a non-conformance.

2. Scope

This procedure covers the receipts, recording and any necessary resolutions resulting from all customer complaints received by the laboratory.

3. Responsibility and Authority

3.1 The Quality Manager has the responsibility to:

a) maintain copies of each client satisfaction questionnaire;
b) review each completed client satisfaction questionnaire;
c) ensure appropriate action is taken on all complaints received;
d) ensure all relevant information is gathered, verified & scrutinised on all complaints received.

3.2 *All employees have the responsibility to understand and follow this procedure should a customer raise an issue.*

4. Procedure

4.1.1 All complaints are recorded in a *General Complaints Register*. Any laboratory personnel irrespective of his status in the laboratory may record the complaint together with any other information required to resolve the complaint.

4.1.2 Complaints handling process *"General Complaints Register"* includes the following information:
a) Details of complainant & brief description of complaint,
b) Validation & investigation of the complaint by the Quality Manager as well as the procedure to follow (Diagnosis of impact),
c) Actions taken & the tracking process of the complaint to determine cause (Action Report),
d) Ensure that preventative measure are taken to eliminate the re-occurrence of the complaint,
e) Outcome & closure in writing.

Submission of Complaints

Complaints can be submitted telephonically, in writing or via the official Klerkscale website, and within 1 month (30 calendar days) after the event that lead to the complaint. The Quality Manager must ensure that the complaint includes all necessary information in order to verify the validity of the complaint.

The priority of the complaint will drive the timescale for completion (3 days for urgent or 2 weeks for non-urgent).

4.2 Acknowledgment of receipt of a complaint, will be sent in writing to the complainant along with a copy of *"General Complaints Register"* to confirm the complaint details captured. The type or character of a complaint acts as a guide to categorize it. If need be, a request is made to the client to follow up the complaint in writing giving all possible facts and circumstances. The complainant's description of the alleged complaint is recorded in the *"Action Report"* and *"Action Report Register"* and is investigated using the same procedure as any other non-conformance. The third box

"Client Complaint" is ticked to the effect that a customer complaint has been reported, recorded and is being investigated.

In a case where there is no question about the validity of a complaint, an *"Action Report"* is completed.
If a valid non-conformance is identified and its nature is serious enough to potentially jeopardize the laboratory's accreditation or indicates non-compliance with statutory requirements or with the laboratory's documented policies and procedures, that part, section or activity is immediately audited by completion of *"Action Report"*.

4.3 The record pertaining to any valid complaint and the resulting investigation details are recorded and closed out in the *"Action Report"*. The *"General Complaints Register"* is filled in as necessary to reflect the circumstances of the complaint. Suitable corrective actions are taken by the laboratory where applicable. The outcome & of the complaint is to be communicated to the complainant in writing during closure.

4.4 Whenever possible, the laboratory shall give formal notice of the end of the complaint handling to the complainant. The outcome of the complaint is to be communicated to the complainant in writing during closure.
The record pertaining to any valid complaint and the resulting investigation details are recorded and closed out in the *Action Report*. The *General Complaints Register* is filled in as necessary to reflect the circumstances of the complaint. Suitable corrective actions are taken by the laboratory where applicable.