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Procedure for Customer Complaints

POLICY

To resolve Customer Complaints promptly to their satisfaction.

PURPOSE

To ensure total customer satisfaction.

SCOPE

Complaints received from customers and others.

RESPONSIBILITY

Quality Manager

PROCEDURE

Laboratory follows the following steps to resolve Customer Complaints:

1. Customer Complaints received through telephone, e-mail, in person etc. are recorded in Customer Complaint Format (QF:52) by Quality Manager mentioning the date of complaint, nature of complaint.
2. Quality Manager analyses complaints and takes action for correction. The correction done is promptly communicated to customer and ensures that customer is satisfied by receiving the customer feedback form (QF:50)
3. Quality Manager then investigates the root cause of the complaint & plan for “SP:08 Implementation of Corrective Actions”.
4. The corrective actions taken by the laboratory are prompt & intended to resolve customer complaints to their satisfaction.
5. The corrective Actions taken by the laboratory are planned & implemented after detailed investigation to find out the root cause of the complaint. The preventive actions are to prevent the re-occurrence of problem in future.
6. The records of corrective actions taken by the laboratory are maintained by Quality Manager on “Customer Complaint Format” QF:52.
7. All the customer complaints, correction & corrective actions are discussed in Management Review Meeting & staff meetings

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REFERENCE

1. Quality Manual QM: 01
2. IS/ISO/IEC: 17025:2017
3. Implementation of Corrective Action Procedure SP:08
4. Management Review Meeting MOM (QF:27)
5. Customer Feedback file (QF:50)

RECORDS

1. Customer Complaint Records (QF:52)

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