



5.8.2

April 28th, 2017

PROCEDURE FOR HANDLING CUSTOMER COMPLAINTS

Upon receipt of a customer complaint, the following actions will be taken:

- The supervisor or lead technician of the laboratory will be notified.
- Complaint will be brought to the attention of the Technical Manager of the lab in question.
- Supervisor or lead technician will contact the complainee to verify all aspects of the complaint and establish resolution date (if necessary).
- All reports, records and pertinent data will be reviewed; and all calculations will be checked for accuracy.
- The technician(s) performing the test will be consulted by the supervisor or lead technician to determine any unusual problems or circumstances involved.
- Supervisor or lead technician will report all information gathered to the Technical Manager.
- The Technical Manager shall formulate an appropriate reply and issue same to the complainee.
- A copy of the reply will be given to the QC manager for review and retention.