

Complaints

Purpose

Where possible, potential complaints are resolved at the first point of contact. Complaints received are dealt with promptly, impartially, sensitively and in confidence. IEQAS is committed to learn from any mistakes to ensure that errors are not repeated.

Procedure

1. Receipt of potential complaint

- 1.1. If it becomes apparent that the potential complainant has an issue with any of the policies or procedures of IEQAS, or with the approach or attitude of a member of IEQAS, the IEQAS person shall endeavour to resolve the issue at this first point of contact.
- 1.2. Otherwise, the potential complainant should be informed that there is a formal procedure for submitting complaints to IEQAS if they wish to do so (see below).
- 1.3. According to the procedure for Tracking Queries, Non-Conformances and Complaints:
 - Log all details of the complaint
 - Maintain appropriate records, both electronic and paper
 - Follow-up with corrective and preventative action
- 1.4. Incorrect or inappropriate action on the part of IEQAS is corrected as soon as possible. The Quality Manager shall reply in writing to complainant within 3 working days (if target date cannot be met, complainant is contacted and given an explanation, with a commitment to reply by a specified date).
- 1.5. If still unsatisfied, the complainant shall be referred to Chairman of the Steering Committee.

2. Procedure for formal submission of complaint to IEQAS

- 2.1. The complainant shall submit a formal complaint to the Quality Manager at IEQAS in writing (electronic or hard copy), to include the following details:
 - Date of occurrence
 - Name, address and daytime phone
 - What the complainant is dissatisfied with
 - Name of person in IEQAS with whom they were dealing.

3. Follow-up

- 3.1. Routine follow-up is described in the SOP for Tracking Queries, Non-Conformances and Complaints.
- 3.2. Within 30 days of receipt of the complaint, the Quality Manager shall compile a final response letter to the complainant, giving a summary of:
 - The findings of the investigation
 - The corrective actions identified
 - Report on the completed action items (and/or a commitment to complete the identified actions by a specified date)
- 3.3. If the complainant is satisfied with the response given, the complaint is considered closed.
- 3.4. If the complainant is not satisfied with the response given, the Quality Manager will attempt to resolve the matter and if necessary will refer the matter to the Steering Committee.
- 3.5. All complaints are reviewed at the next meeting of the Steering Committee.

4. Review of Complaint Files

4.1. Annually, the Quality Manager shall submit a summary report on complaints received for review at the next scheduled Management Review Meeting. This report shall be reviewed to ensure that:

- All complaints have been resolved to the satisfaction of the complainant
- All records are complete
- Initial corrective action items have been completed
- Any trends are discussed and further preventative measures are proposed to ensure that these trends are resolved
- Any opportunities for improvement identified during processing of complaints received by IEQAS are identified and acted upon