COMPLAINTS

1. PURPOSE

This procedure regulates the management of complaints and objections, respectively of discrepancies. If a complaint is received, it should be considered in accordance with the current management system(MS).

The procedure regulates the disputable cases upon receipt of consumables, technical means(TM) and services for the metrological provision of the technical means and determines the ways of their settlement.

2. RESPONSIBILITIES

Head of lab or person who is responsible for metrological provision carry out input control of the products and services provided by suppliers, assess the shortcomings and take action on complaints in case of non-compliance of the order, allows acceptance of certain delivery conditions. The collaborators assist in the implementation of these activities.

Complaints are received by the head of the laboratory.

3. DESCRIPTION

3.1. Accepting complaints

3.1.1. Each complaint received is reviewed by the laboratory to confirm whether it relates to activities for which it is responsible. No complaint is disregarded or downplayed.

Circumstances that could lead to a complaint are:

unjustified extension of the term for performing testing above the agreed ones;

non-compliance with the agreements with the client;

incorrect data;

difference in the cost of the service with the pre-agreed and others.

3.1.2. Accepting oral complaints

Oral complaints relate primarily to the procedures from the time of acceptance of the samples and their storage until the time of the tests and during the tests themselves. When the occurrence of the complaint coincides with the moment of their submission, which occurs in most cases, they are considered and resolved immediately. Their processing is performed in accordance with QF 609-1 "Complaint".

When these decisions do not interfere with the confidentiality of the activities of the Laboratory, they are taken after immediate analysis of the reasons and establishing the presence or non-compliance with the adopted procedures.

The head of Lab "F plus" orders the undertaking of the respective corrective actions, with which the assignor also gets acquainted.

3.1.3. Acceptance of written complaints

The deadline for accepting written complaints is up to 10 days from the receipt of the Test Report. The received written complaints to Lab are registered in a diary according to QF 609-2"Diary of registration of complaints." The complaint must have a descriptive part with findings with attached objective evidence and clearly formulated claims of the contracting authority to the work of the laboratory.

The complaints are considered by head of laboratory and the specialists from Lab"F plus" who performed the tests. The conditions under which the tests related to the complaint were performed are considered and validity of the applicant's claims are established.

The presence of the sponsor is allowed during the re-examination of an arbitration sample, but under specifically specified and documented conditions by Head of lab subject to the regulations of BP 601-3 "Ensuring access of outsiders to the laboratory premises".

In cases where the results obtained and recorded in the initially issued test report are confirmed by the results of the arbitration test, the costs of settling the claim are at the expense of the assignor.

3.2. Registration, confirmation, inspection and adecision to take action

3.2.1. Each complaint received in Lab "F plus" is accepted by the head of the laboratory, who erecorded it in QF 609-2"Diary of registration of complaints." The diary is kept in electronic environment and is printed on paper, if records are created, at the end of each calendar year in order to summarize the information and present it for review by the management under BP 709-1 "Reviews by management".

3.2.2. The head of the laboratory instructs the CA to check the reason of the complaint on the circumstances set out by the complainant / documents provided and review documents and records related to the specific activity related to the complaint.

3.2.3. The term for consideration of a complaint is up to 15 working days from the receipt. During this time, the applicable documents, records and circumstances related to the specific complaint are checked. The laboratory shall inform the complainant in writing of its responsibility for the complaint.

3.2.4. The purpose of the inspection / investigation is to establish the reasons for the complaint and its validity. The inspection may include an overview of:

the documented requirements of the client including with regard to the choice of methods, their compliance with the submitted offer, where applicable and other documents related to the contracting;

the agreements with the client, related to the terms and conditions occurrence of changes in the course of laboratory activities;

technical records (sufficient, correct, clear and legible);

documents and records related to ensuring the metrological traceability of the result (comparative materials used for the specific activity - CRM, RM, calibration status of the technical means, environmental conditions), processing of the measurement results, etc .;

notifying the complainant in the event of a significant problem occurring during the test;

compliance with the responsibilities and powers of personnel and others.

3.2.5. In case of validity of the complaint, the manager of F Plus Ltd. shall be notified immediately The head of the laboratory determines the follow-up activities (corrections, corrective actions), responsibilities of the personnel and deadlines for performance. If necessary, the results of the study and analysis of the received complaint are reviewed with the participation of persons outside the laboratory, with appropriate competence in the complaint. At the discretion of the manager of F Plus Ltd., representatives of the complainant may be included in the discussion. All opinions / statements and decisions taken are documented and classified to the registered complaint.

3.2.6. For a complaint related to established deviations / omissions in the application of procedures and / or specific laboratory activity (non-compliance with deadlines, insufficient information to the client, non-compliance with agreements) appropriate actions are determined in accordance with the significance / spread of non-compliance under BP 610- 1 “Non-compliant work” for resolving the complaint and prevention / limitation of the consequences by the order of BP 707-1 “Corrective actions” and BP 705-1 “Actions for control of risks and opportunities”. The actions taken and the ways of resolving them are documented in accordance with the applicable procedures and in QF 609-2 "Diary for registration of received complaints".

3.2.7. For complaints related to test results, actions are taken both under the procedure BP 610-1 "Non-compliant work" and under BP 608-1 "Reporting the results". Where applicable, a re-testing of a retained / new sample shall be performed, by inviting the client to attend the re-testing

3.2.8. The manager of F Plus Ltd. or an associate / external specialist appointed by him, independent of the initial activity on which the complaint has been filed, verifies and approves the results of the actions taken in connection with the complaint. The complainant shall be informed in writing of the results and actions taken on the complaint within a reasonable / agreed time, such as:

if the complaint is justified, the re-test is at the expense of the laboratory;

in case of unfoundedness it is rejected with arguments**.**

3.2.9. If the complaint is unfounded, at the discretion of the manager of F Plus Ltd., the costs incurred (for the purchase of CRM, RM, re-testing, etc.) may be at the expense of the complainant, and when it is justified are at the expense of the laboratory.

3.2.10. The information about the received complaints and the ways of their resolution are reported to the review by the management and are used in planning the objectives of the Management System for the next reporting period, monitoring and training of the personnel and actions and actions to improve MS.

4. DOCUMENTATION

All records by which the laboratory confirms that the requirements of this procedure are effectively met shall be drawn up on forms of the referenced forms of the management system and stored on paper in conditions that ensure the protection, preservation, access and confidentiality of the information.

The records compiled in connection with the implementation of this procedure are managed in accordance with procedure BP 704-1 "Records Management" and BP 703-2 "Management of electronically created documents and records stored on electronic media".

5. SUPPORTING DOCUMENTS

MSM-17025 Management System Manual
BP 608-1 “Reporting the results”;
BP 610- 1 “Non-compliant work”
BP 703-2 "Management of electronically generated documents and records stored on electronic media";
BP 704-1 "Records Management";
QF 609-1 "Complaints"
QF 609-2 "Diary for registration of received complaints".