

GLOBAL LAB <small>BUILT ON TRUTH</small>	GLOBAL LAB	GL-PT-MSP
	MANAGEMENT SYSTEM PROCEDURE- PT DIVISION	Section-GL-PT-MSP-16
		Page 1 of 2

HANDLING OF COMPLAINTS

1.0 Objective

To ensure timely resolution of customer complaints, assess customer satisfaction for services purchased, and obtain feedback to improve the effectiveness of laboratory operations.

2.0 Scope

This procedure applies to all customer complaints received and the methodology adopted for the assessment of customer satisfaction.

3.0 Responsibility

- **Quality Manager (QM):** Overall responsibility for the complaint management process and ensuring impartiality.
- **Technical Manager (TM):** Responsible for technical investigation and Root Cause Analysis (RCA).
- **PT Coordinator / Customer Relationship Manager:** Responsible for initial logging and gathering customer feedback.

4.0 REFERENCE

- **ISO/IEC 17043:2023:** Clause 7.9 (Complaints), Clause 8.6 (Improvement).
- **GL-MSP-PT-21:** Corrective Actions.




5.0 Procedure

5.1 Registration and Validation of Complaints

- **Submission:** Complaints are submitted by the customer through the **Online Portal - Customer Login**.
- **Acknowledgement:** An automated receipt is available immediately upon submission via the Online Portal.
- **Validation:** Upon receipt, the QM/TM determines if the complaint relates to laboratory activities for which the lab is responsible. If confirmed, the complaint is validated.
- **Impartiality:** To ensure no conflict of interest, the individuals investigating or reviewing the complaint **must not** be the same individuals who performed the original laboratory activities in question.
- **Logging:** Validated complaints are assigned a unique **Registration Number** for tracking.
- **Transparency:** A description of the complaint-handling process is publicly available on the laboratory website under the **Live PT Program** section.

5.2 Disposal of Complaints

- **Root Cause Analysis:** The TM/QM and relevant personnel analyze complaints using the "**Why-Why Analysis**" method. Analysis parameters include customer requirements, PT Item specifications, standards, and the PT process used.

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- **Decision:** Based on the RCA results, the TM/QM decides on the appropriate course of action and initiates corrective measures.
- **Monitoring:** The TM/QM monitors the action to ensure effective resolution and tracks the status of implementation.
- **Closure:** Once the complaint is resolved, records are updated in **Form No-6** to formally close the complaint.
- **Annual Review:** The QM, TM, and PT Coordinator review all complaints annually (typically during the **Management Review Meeting - MRM**) to identify systemic improvement opportunities.

5.3 Assessment of Customer Satisfaction

- **Feedback Collection:** The PT Coordinator requests feedback from customers via the online portal/website login.
- **Analysis:** The TM/QM analyzes the feedback **once a year** to calculate the **Customer Satisfaction Index**.




5.4 Feedback to Management

- **Reporting:** The TM/QM presents data regarding complaints, feedback trends, and the status of corrective/preventive actions to the Management Review Committee.
- **Document Control:** The TM/QM initiates revisions to QMS documentation if identified as necessary during the implementation of actions.

6.0 Records

The following records shall be maintained to demonstrate compliance:

Sr No	Description	Form No	Agency	Retention Period
1	Customer Complaints	Form No-06	MD / Quality Manager / Technical Manager / PT Coordinator	5 Years
2	Customer Feedbacks	Form No-07	MD / Quality Manager / Technical Manager / PT Coordinator	5 Years

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