

## **HANDLING OF COMPLAINTS**

**1.0 Objective:** To ensure timely resolution of customer complaints & assess customer satisfaction for the services purchased by them and obtain their feedback for improvement in the effectiveness of laboratory operations.

**2.0 Scope:** This procedure applies to all the complaints received & methodology adopted for the assessment of customer satisfaction.

**3.0 Responsibility:** Quality Manager, Technical Manager, PT Coordinator, experts.

### **4.0 Procedure:**

#### **4.1 Registration of Complaints:**

4.1.1 All the complaints are lodged through the Online Portal -Customer Login.

4.1.2 Technical Manager / Quality Manager acknowledges the customers within 3 working days of complaints received.

#### **4.2 Disposal of Complaints:**

4.2.1 Technical Manager/Quality Manager and laboratory personnel analyze the complaints to find out the root causes by applying the "**Why Why Analysis**". The parameters of analysis include customer requirements, the PT Item, PT Item specifications, Standards etc. used.

4.2.2 Technical Manager/Quality Manager based on results of root cause analysis decides the course of action & initiates action.

4.2.3 The Technical Manager/Quality manager monitors the action to ensure effective resolution & also monitors the status of implementation.



4.2.4 After suitable resolution of complaints, necessary record is maintained in the format Form No-6, closing the complaints.

4.2.5 Quality Manager/Technical Manager/ PT Coordinator reviews all the complaints, **once a year** preferably during MRM, to identify improvement opportunities.

#### **4.3 Assessment of customer satisfaction:**

4.3.1 PT Coordinator requests customers for their feedback in the online portal through website login.

4.3.2 Technical Manager / Quality Manager analyse the feedback received **once a year** to find out the customer satisfaction index.




Issue	<b>4.4 Feedback to Management:</b>	Reviewed by	Approved By
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Date - 22.10.2023	Hirenkumar Joshi	Hirenkumar Joshi	Avadhesh Kumar Sharma

4.4.1 Technical Manager / Quality Manager presents data of complaints and feedback to the management review committee, along with corrective and preventive actions & their status.

4.4.2 Technical Manager/Quality Manager initiates actions for revision of documents, if any, based on their implementation.

### 5.0 Records:

Sr No	Description	Form No	Agency	Retention period
01	Customer Complaints	Form-06	Quality Manager / Tech. Manager / PT Coordinator	5 years
02	Customer feedbacks	Form-07	Quality Manager/Tech. Manager/ PT Coordinator	5 years

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Date - 22.10.2023	Hirenkumar Joshi	Hirenkumar Joshi	Avadhesh Kumar Sharma