

Title: Lansbury International Complaints Procedure
Scope: Handling of complaints from customers

9.1 Policy

- 9.1.1 It is the policy of Lansbury International to respond immediately to any complaint received, to implement its complaint procedure and to provide a response to the complainant in a timely manner.
- 9.1.2 Lansbury International considers a complaint to be any situation where the customer expresses dissatisfaction with the level of service provided by the laboratory or with the quality of results generated.

9.2 Responsibility

- 9.2.1 It is the responsibility of any member of staff receiving a complaint to bring it to the attention of the Head of Laboratory.
- 9.2.2 It is the responsibility of the Head of Laboratory to implement the complaints procedure given in 9.3.

9.3 Procedure

- 9.3.1 On receipt of a complaint in writing, the Head of Laboratory is required to acknowledge receipt of the complaint, in writing, and to provide an indication of the anticipated response time. This communication may be by email.
- 9.3.2 The Head of Laboratory is responsible for identifying a suitable individual (not involved in the activity in question) to act as 'investigating officer' for the complaint. The 'investigating officer' is provided with the submitted complaint and any supporting documentation.
- 9.3.3 The 'investigating officer' examines the evidence, identifies the appropriate avenues of investigation and conducts the investigation.
- 9.3.4 On completion of the investigation the 'investigating officer' submits a written report to the Head of Laboratory. The report should include details of the investigation made, any documentation examined and the outcome/conclusions of the investigation.
- 9.3.5 If the 'investigating officer' is at any time concerned that other customers' work may have been, or may in the future, be affected then they should immediately notify the Head of Laboratory of their concern.
- 9.3.6 Where the complaint is substantiated the Head of Laboratory is responsible for implementing any required actions to correct the problem identified and prevent re-occurrence in the future.
- 9.3.7 Where investigation of the complaint raises concerns about aspects of the quality system the Head of Laboratory may initiate an additional audit activity in accordance with the audit procedure. The extent of the audit undertaken will depend upon the nature of the doubt and the potential effects on the quality system. Any information generated during an additional audit is recorded on the standard audit forms.
- 9.3.8 The Head of Laboratory is responsible for reporting the outcome of the investigation, in writing, to the customer.

9.4 Records

- 9.4.1 Records of the complaint, the subsequent investigation and the report of the outcome are retained in the Complaints File. The records include copies of, or appropriate references to, the material examined by the investigating officer.