

Procedure:

1. Quality manager or designee will be responsible for handling complaints.
2. All written complaints by letters or emails will be accepted.
3. Verbal complaints are not accepted.
4. Complete 102F01 and document thoroughly with all supporting documentation.
5. Investigate the complaint and identify necessary corrective and preventive action.
6. Review and check the effectiveness of corrective and preventive action.
7. Notify the Laboratory Director for review with sign and date.
8. Reply the person making complaints about the investigation progress through email or letter.
9. Incorporate as part of the Laboratory Core meeting and documentation.