Complain procedures

1. Upon receipt of a complaint the laboratory will preliminarily assess the complaint to determine whether it relates to laboratory activities and is within the laboratory's responsibility. The laboratory will acknowledge receipt of the complaint and process the complaint.

2. All written complaints by letters or emails will be accepted.

3. Verbal complaints are not accepted.

4. Process the complaint by form 102F01 ‘Occurrence report’. All necessary information should be gathered and documented to determine the complaint is substantiated.

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 complainant with the investigation outcome and preventive or corrective action through email or letter. If complainant require, the investigation in-charge should provide the complainant with progress report.

9. Incorporate as part of the Laboratory Core meeting and documentation.