



Complaints Policy

Complaints

Complaints and anomalies must be brought to the attention of the Technical Manager who will then arrange to investigate them, confirming whether the complaint relates to laboratory activities for which CIS are responsible and writing a report using form UKAS09, which must resolve the aforementioned, be reviewed and approved by an individual not involved in the original laboratory activities in question, and filed for inspection by UKAS personnel during their visits.

It is the policy of the company to investigate sympathetically every complaint received by the laboratory, for example, whether for questioned accuracy, unsatisfactory service or breakages in transport, and a copy of this section of the complaints policy of the quality manual to be available to all interested parties upon request.

Complaints are to be registered in a complaints book which will be given to the quality manager each time an entry is made. The identification of the book will be by label showing **COMPLAINTS**. The quality manager will then decide what course of action will be taken ensuring that a fully documented record of each complaint is made.

When required, the quality manager will implement an audit of whatever aspects of the calibration results, certificate or procedure that is under question for validity, accuracy or suchlike. In the event of an error or fault being identified, any or all affected customers will be notified in writing.