

LIC LIPGEI "Pehlivanov- Engineering" Ltd.	STANDARD OPERATING PROCEDURE	Code: SOP 709-1 Pages: 1 от 3
	COMPLAINTS MANAGEMENT	

1. AIM

This procedure contains the main activities for registration, analysis and processing of complaints in connection with the laboratory activities.

2. SCOPE

This procedure shall apply to all cases where complaints are received concerning testing, sampling or calibration carried out by LIC. This procedure could be found on the website of the laboratory: www.pehlivanoveng.com and in the reception room of the laboratory.

3. RESPONSIBILITIES

The responsible to the acceptance of complaints from customers is Head/Deputy Head of Lab. Where a complaint is received orally, it is registered by the Quality Manager(QM).

Management of the Laboratory make a decision of the complaint, corrective actions are taken by authorized personnel and the effectiveness of the corrective actions is checked by the QM.

4. DESCRIPTION

Complaint is expression of dissatisfaction by any person or organization to the laboratory relating to the laboratory activities or results of that, where a response is expected.

LIC LIPGEI receives and carefully handles complaints from customers of LIC or other interested parties. No complaint is overlooked or underestimated. Complaints are considered as a tool for improvement of customer service.

Complaints eligible for handling may be filed either orally or in writing.

Upon receipt of a complaint, the Quality Manager and/or Head of Lab confirm whether the complaint relates to the laboratory activities of LIC. And if so, the complaint is handled.

LIC is responsible for all decisions at all levels of the handling process for complaints.

Complaints could be related to various aspects of LIC's lab activity such as:

- Failure to comply with a deadline for completion of a laboratory service;
- Technical error;
- Inaccurate results of testing or calibration;
- Other reasons, e.g. disrespectful behavior by an employee from LIC's personnel.

After a complaint is received, the process for handling complaints includes the following elements and methods:

LIC LIPGEI "Pehlivanov- Engineering" Ltd.	STANDARD OPERATING PROCEDURE	Code: SOP 709-1 Pages: 2 от 3
	COMPLAINTS MANAGEMENT	

- Evaluation of the complaint to make sure whether it relates to the laboratory activities performed by LIC;
- Gathering and verifying of all necessary information to validate the complaint;
- Confirming receipt of the complaint (to the complainant);
- Whenever possible, provide the complainant with progress reports and the outcome;
- Giving formal notice of the end of the complaint handling to the complainant and communicating the outcomes.

4.1 Complaint Registration

The documents drawn up and received in accordance with the requirements of this procedure (documented complaints, including letters and QF 709-1 "Complaint") are recorded in QF 709-2 "Register of complaints". The complaint receives an incoming number on the day of their receipt and a folder is created.

The complaint must also contain the following data:

- the sender's full name, address, e-mail and phone number;
- name of the legal entity;
- a statement of the circumstances which are the subject of the complaint;
- signature of the sender and date;

Anonymous complaints are not registered.

The deadline for responding to the complaint is 7 days.

4.2. Review of complaints

The Management of Lab and QM performs the review of complaints. The examination of the complaint shall include a review of all documents and records of the laboratory activities to which the complaint has been addressed and the classification as well-founded or unfounded.

The complaint is classified as well-founded in cases where it is related to the laboratory activities for which the laboratory is responsible as:

- disagreement of the complainant with the results of testing/sampling;
- overdue deadlines;
- insufficient information about the client;
- non-compliance with agreements and others.

In cases where the complaint does not relate to the activities for which the Laboratory is responsible, it is classified as unfounded.

In case it is established that the complaint contains facts or requests that do not relate to the activities of the Laboratory, the Head of Lab shall notify the complainant in writing.

LIC LIPGEI "Pehlivanov- Engineering" Ltd.	STANDARD OPERATING PROCEDURE	Code: SOP 709-1 Pages: 3 от 3
	COMPLAINTS MANAGEMENT	

4.3. Complaint analysis

A complaint registered must include a descriptive part containing findings and objective evidence attached. The subject matter of complaint and complainant's dissatisfaction with the service(s) provided by LIC LIPGEI must be clearly and unambiguously formulated.

The Head of LIC and competent specialist assigned by the Head perform complaint (root) cause analysis. All necessary steps are taken in order to find out the cause(s) that have given rise to the complaint, including additional information may be required from the complainant.

Re-testing or re-calibration is performed in case of necessity.

Whenever possible, the Head of LIC provides the complainant with a complaint progress report. The term for accepting or rejecting a complaint is up to 10 working days from registration.

4.4. Conclusion about the Complaint

The conclusion of the complaint shall be drawn up within a reasonable time, depending on the nature of the complaint, usually within 30 days of the registration of the complaint. If necessary, it is envisaged to extend the term by another 30 days in case of valid reasons, such as reconsideration of the complaint, the need to issue opinions external to the Laboratory, etc.

The conclusion about the complaint registered is made by independent personnel, i.e. person(s) who have not been involved in the lab activity which is subject matter of the complaint. External personnel may be hired in case of necessity.

Where a complaint is reasonable, relevant actions are taken in order to satisfy the complainant, e.g. a new record/certificate is issued accompanied by an official apology letter. All expenses incurred in the complaint handling process are at the expense of LIC LIPGEI.

In the event of necessity, corrective actions are taken in conformity with SOP 808-1 "Corrective actions", and improvements of the MQS in conformity with SOP 806-1 "Improvement".

In the event of an unreasonable complaint, a meeting with the complainant is arranged for the purpose of final clearance of the issue at hand. Objective evidence, disproving the complaint, is provided and explained to the complainant, including arrangement of financial matters.