

## 1. PURPOSE AND SCOPE

This document covers the 'Complaints' requirements according to Article 7.9 of the TS EN ISO/IEC 17025 standard.

The purpose of this document is; It is to create a policy and system for the methods followed in the laboratory to examine complaints from customers, initiate corrective actions when necessary, monitor the quality of test results, effectively increase service quality, and provide data for improvement and development studies.

## 2. DEFINITIONS

**Complaint:** Any dissatisfaction reported by any person or organization to the laboratory regarding the laboratory's activities or results, which is expected to be answered (TS EN ISO/IEC 17025 Article 3.2).

**Objection:** The request of the provider of the conformity assessment subject to the Conformity assessment body (Article 2.5) to reconsider the decision taken by the body regarding the subject. (TS EN ISO/IEC 17000 Article 6.4).

**MR:** Management Review

## 3. RESPONSIBILITIES

**QM / Quality Manager:** Responsible for ensuring that the service provided to the customer complies with the 17025 QMS conditions, preparing and evaluating the F1.21 Customer Satisfaction Survey, presenting the results at the management review meeting, and coordination between relevant units.

**Laboratory Chief:** Fulfilling the obligations regarding customer complaints within the framework of duty, authority and responsibility. Determining the material and technical conditions of the tests to be carried out, deciding whether to accept or reject the requests, stopping and restarting the test in case of any problems during the test. Responsible for checking and approving the result reports.

**Test Personnel:** They are responsible for providing the necessary environment and quality conditions for customers to be satisfied with the quality of the service they receive.

## 4. RELATED DOCUMENTS:

- F1.23 Complaint/Suggestion Form
- F1.36 Non-Conforming Work and Corrective Action Form
- P7.1 Review Procedure for Solicitations, Offers and Contracts
- P7.7 Procedure to Assure the Validity of Results
- P7.10 Improper Work Procedure
- P8.7 Corrective Actions Procedure
- P8.4 Records Control Procedure
- P8.9 Management Reviews Procedure

## 5. APPLICATION

### 5.1. Customer Complaints about Service Quality

If a customer complaint comes to the laboratory regarding issues such as communication with the customer and delivery of test reports to the customer, the complaint is directed to the Quality Manager. The Quality Manager has the customer fill out the F1.23 Complaint-Suggestion Form or fills it out herself/himself and records it. Laboratory Manager and Quality Manager evaluate the complaint and decide on the action to be taken.

In the Complaint-Suggestion Form, the sequence number is given as yy/nn.

yy : The last two digits of the year.

nn : It is a double numeric number and is given sequentially. It continues every year, starting from "01"

### 5.2. Customer Complaints Regarding the Quality of Test Results

In order to process objections and/or complaints to the test reports showing the test results in the laboratory, the Quality Manager has the customer fill out the F1.23 Complaint/Suggestion Form or fills it out himself and records it.

Objections and complaints are evaluated by the Quality Manager and Laboratory Manager. If nonconformity is detected, action is taken according to P7.10 Nonconforming Work Procedure. As a result of the evaluation, the customer is notified in writing of the issues that do not require repeat testing, together with the justification.

When it is necessary to repeat the test, on the notified date after making the necessary arrangements in accordance with P7.1 Review of Requests, Offers and Contracts Procedure; A meeting is held with the participation of the Laboratory Manager, Laboratory Chief, Quality Manager and the customer. The customer is informed about the standard to be applied in the test, the test method and the devices used in the tests.

If any disagreement arises during the repeat of the test carried out by the Customer together with the Laboratory Chief and Test Personnel, the issue is reported to the Quality Manager and Laboratory Manager. If a decision is made to continue the process, the decision is recorded by the Quality Manager on the F1.23 Complaint/Suggestion Form. If the reported result is objected to again, the test is repeated in another laboratory to be agreed upon with the customer, and a decision is made based on the result. The test fee is borne by the wrongful party.

In case the test results are different in the re-tests; Considering the effects of other services where the same test is applied, procedures are applied in accordance with P7.10 Improper Work Procedure and P7.7 Procedure for Assuring the Validity of Results.

### 5.3. ACustomer complaints received through the Accreditation Agency and other relevant parties

Complaints from the Accreditation Body are handled by the Quality Manager, Laboratory Manager and Laboratory Chief.

The process is initiated by the Quality Manager with the F1.23 Complaint/Suggestion Form.

The accreditation body is informed in writing about the solution.

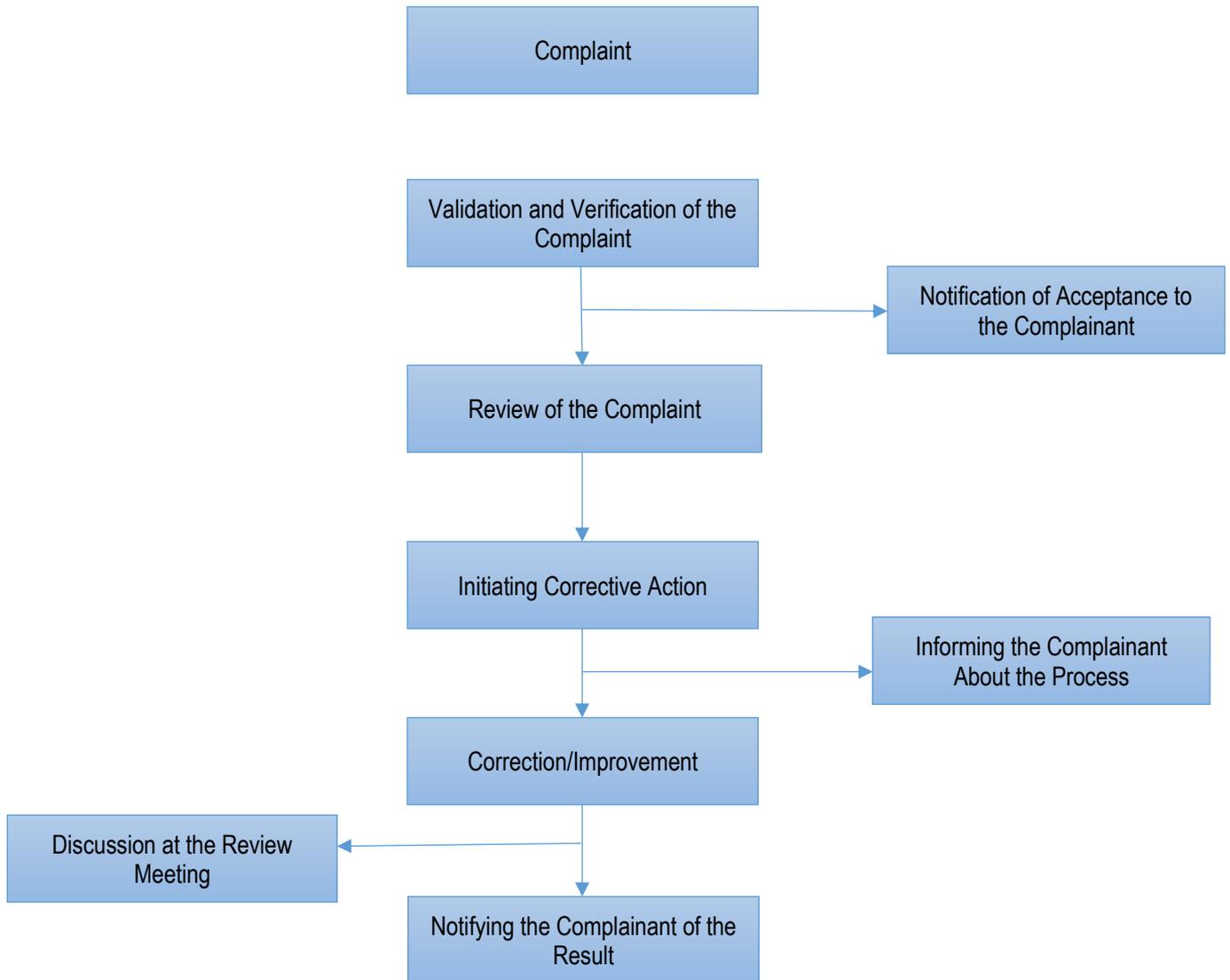
### 5.4. Resolving Complaints and Informing the Customer

In resolving all complaints coming to the laboratory, if necessary, F1.36 Non-Conforming Work and Corrective Action Form is opened to ensure that the root cause of the complaint is resolved in accordance with P8.7 Corrective Actions Procedure. The customer is informed in writing and verbally about the status of the complaint and the result of the activities carried out, and the complaint is followed up by the Quality Manager.

All records of customer complaints; It is kept by the Quality Manager according to the P8.4 Records Control Procedure.

Records on customer complaints are analyzed by the Quality Manager and the current situation is determined to set targets for customer complaints and is evaluated within the framework of P8.9 Management Reviews Procedure.

## 5.5. Flow Chart of the Complaint Process



### 5.6. Complaint Process

Relevant / Responsible	Action Step	Explanation
Concerned party	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Report Complaint/Request</div> <p style="text-align: center;">↓</p>	Complaints/Requests can be forwarded verbally or in writing to all relevant personnel; Tel: +90 (212) 359 4645 Mail: <a href="mailto:sdogan@bogazici.edu.tr">sdogan@bogazici.edu.tr</a>
Laboratory Manager Quality manager	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Evaluate Complaint/Request</div> <p style="text-align: center;">↓</p> <div style="display: flex; justify-content: center; align-items: center;"> <div style="border: 1px solid black; padding: 5px; margin-right: 10px;">Is it valid?</div> <div style="margin-left: 10px;">N</div> </div> <p style="text-align: center;">↓</p> <div style="display: flex; justify-content: center; align-items: center;"> <div style="border: 1px solid black; padding: 5px; margin-right: 10px;">Y</div> <div style="margin-left: 10px;">↓</div> </div> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto; margin-left: 100px;">Inform</div>	By requesting additional information if necessary, It is evaluated whether the complaint arises from laboratory activities.
Quality manager	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Start Corrective Action</div> <p style="text-align: center;">↓</p> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Assign relevant personnel</div>	P7.9 Complaints Procedure is applied. There must be personnel who are not involved in the activity that is the subject of the complaint.
Duty Personnel Quality manager	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Analyze the reason for the</div> <p style="text-align: center;">↓</p> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Evaluate the situation and inform the complainant about the non-compliance</div>	The issue that caused the complaint is determined. If there is no nonconformity detected, the situation is evaluated together with the complainant and a decision is made. If a problem is detected, F1.36 Non-Conforming Work and Corrective Action Form is prepared.
Duty Personnel Quality manager	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Determine the correction and corrective action required to resolve</div> <p style="text-align: center;">↓</p> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Decide on correction and corrective action, inform the complainant</div>	P8.7 Corrective Actions Procedure is applied.
Quality manager	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Ensure implementation of Correction and Corrective actions</div> <p style="text-align: center;">↓</p> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Share the results with the relevant party</div>	P8.7 Corrective Actions Procedure is applied.
Quality manager	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Get feedback from the customer</div> <p style="text-align: center;">↓</p> <div style="display: flex; justify-content: center; align-items: center;"> <div style="border: 1px solid black; padding: 5px; margin-right: 10px;">Is it valid?</div> </div> <p style="text-align: center;">↓</p> <div style="display: flex; justify-content: space-around; width: 100%;"> <div style="border: 1px solid black; padding: 5px; width: 40%;">Y Finish</div> <div style="border: 1px solid black; padding: 5px; width: 40%;">N Refresh</div> </div>	If the response from the customer is positive, it is recorded in the F1.36 Non-Conforming Work and Corrective Action Form, otherwise the work is repeated.

### 6. REVISION

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00	First publication	03.01.2022
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