SENIS
magnetic & current measurement

IRC SENIS DOO

COMPLAINTS RESOLUTION PROCEDURE

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1. SUBJECT AND FIELD OF APPLICATION

This document defines the activities, participants and responsibilities in resolving complaints and prescribes the procedure that is carried out when resolving complaints sent to the Laboratory in order to ensure the fulfillment of the requirements of the reference standard SRPS ISO/IEC 17025:2017 with the aim of meeting the requirements of users or interested parties and increasing their satisfaction.

This procedure is applied in the Laboratory for magnetic measurements and calibration, IRC SENIS DOO (hereinafter the Laboratory).

2. CONNECTION WITH STANDARDS AND OTHER DOCUMENTS

ISO 9001:2015

5 Leadreship

5.1.2 Customer focus

8 Operation

8.2 Requirements for products and services

8.2.1. Customer communication

8.2.2. Requirements for product and services

9 Performance evaluation

9.1.2 Customer satisfaction

10 Improvement

10.2 Nonconformity and corrective action

ISO/IEC 17025:2017

7.9 Complaints

7.10 Nonconforming work

- *Corrective measures, DO.140.04*
- Management of non-conformities, *DO.140.05*

3. DEFINITIONS

Customer satisfaction *- the user's opinion about the degree to which his requirements have been met.*

Complaints *- an expression of dissatisfaction, which has been sent to Senis by any person or organization in connection with the activities carried out during the provision of the calibration service, to which a response is expected.*

4. COMPLAINT RESOLUTION PROCEDURE

4.1. Receipt of complaints

Objections to the Laboratory's activities are received in writing, by direct delivery at the organization's premises or by post (electronic or regular). If the complaint is submitted orally (in a direct conversation or by telephone), the person who has established contact with the complainant must inform him that he must confirm the oral statements in writing, on the organization's form Ob.DO.140.13.02 Application of complaint (Attachment 1), which is publicly available on the organization's website www.senis.rs, in pdf. form. Objections are sent to the official e-mail address of the Laboratory calibration@senis.rs.

4.1.1. Records of objections

Before registering a complaint and opening a complaint case, the head of the laboratory and/or the quality manager check whether the submission can be considered a complaint at all (existence of the address of the complainant, identification of the complainant, date when the complaint was sent, object of the complaint with a possible reference to the appropriate specifications/ standard/regulations, proof that confirms the statement made in the explanation, signature of an authorized person, calibration certificate, etc.).

If, by analyzing the content of the submitted information and/or documents related to the complaint, the head of the laboratory and/or the quality manager determine that the data is not complete or that they are not sufficient for determine if it is possible to initiate a procedure, they will contact the complainant in order to supplement the data with which the complaint will be completed in order to resolve it as objectively as possible.

The head of the laboratory and/or the quality manager are responsible for collecting and verifying the necessary information, in order to evaluate the complaint received.

Complaints received are recorded by the head of the laboratory in the database Ob.DO.140.13.01 Records of complaints and after that, he informs the director and the staff of the Laboratory about the received complaint by e-mail.

4.2 Analysis, research and validation of objections

The decision to evaluate the justification of the complaint is made by the head of the laboratory or the director as an authorized representative of the organization in case of his/her absence. This is entered in the corresponding section of the form Ob.DO.140.13.02, and the further status is monitored through the database Ob.DO.140.13.01 Records of complaints.

After the head of the laboratory, together with the involved staff of the Laboratory, collects all relevant information regarding the decision of the complainant's request, he holds a meeting with the quality manager, where they jointly conduct a review and prepare a solution proposal. If any of them were directly or indirectly involved or connected with the activities that are the subject of the complaint, they do not participate in the resolution of the complaint in question, and their role is taken over by the director.

If the content of the complaint is of a more complex nature, the head of the laboratory propose to the director the composition of an extended three-member commission to resolve the complaint. The members of the commission should be competent, independent, objective and impartial in relation to the object of the complaint, and as a rule they are made up of the deputy director and leading engineers. The expanded commission reviews the complaint and prepares a proposed solution.

In the course of the procedure, the head of the laboratory, at the request of the complainant, gives a notification about the progress of the complaint resolution process (e-mail or telephone).

4.2.1. Measures to resolve complaints

After the analysis, the head of the laboratory and the quality manager, together with the involved staff of the Laboratory or the members of the extended committee, make a proposal to resolve the complaint and a decision on the measures to be taken. In doing so, they fill in the corresponding section of the form Ob.DO.140.13.02.

As a consequence of resolving the complaint, when it is determined that the complaint is justified, some of the activities such as corrective measures can be taken to eliminate the identified non-conformities, in accordance with procedures DO.140.05 Management of non-conformities and DO.140.04 Corrective measures. After each complaint, a three-member commission consisting of the director, laboratory manager and quality manager is formed and it is determined whether the database of risks and opportunities in the Laboratory should be updated.

If the object of the complaint is to dispute the accuracy of the results of laboratory activities, the measures to resolve the objection include: checking records, recalculations, comparing the obtained results, etc.

If necessary, calibration is repeated using the same method, and on that occasion, the person who originally carried out the calibration does not participate in the process.

If it is necessary to engage an external calibration laboratory, as an independent third party to resolve the complaint, the costs are compenzated by the complainant (if the results are comparable) or the Laboratory (if the results obtained differ from its own).

In the process of solving complaints, the director can make a decision to undertake an extraordinary internal audit or to supervise the work of employees.

4.2.2. Closing complaint

The decision is defined on the form Ob.DO.140.13.02 (in two copies), and is signed by the head of the laboratory. One copy in PDF format is given or sent to the complainant by the head of the laboratory, along with a letter explaining the completion of the complaint procedure, and the other is placed in the resolution case file. Along with the letter on the completion of the complaint procedure, accompanying documents (amendments and amendments to the Calibration Certificate, etc.) are submitted, if necessary. with a confirmation of the justification of the complaint received

The complainant is notified by e-mail about the decision within 15 days from the day the complaint was received. The decision deadline may be extended if additional time is needed to gather relevant information. If the deadline is extended, the applicant is informed about it by e-mail. Consideration of objections and decisions based on them never result in any discriminatory measures against the applicant in question. If the complainant is not satisfied with the decision, he can file an appeal against the decision.

4.2.3 Keeping records of objections

For each complaint resolution case, the laboratory manager keeps a file of those cases in a marked cabinet under lock and key. Complaint resolution case files are exclusively managed by the head of the laboratory, and in case of absence, he is replaced by the quality manager. In addition to objections on the established form Ob.DO.140.13.02, the file must contain a decision to accept or not accept an complaint, a list of all activities and measures taken in connection with the objection resolution process, i.e. all relevant documents related to their implementation.

In addition, observed non-conformities and implemented measures are recorded in appropriate records, in accordance with the procedures for dealing with non-conformities and implementing measures.

Only persons employed in the laboratory have access to the technical records created in the laboratory, with the mandatory consent of the laboratory manager, in order to ensure confidentiality and security in order to prevent unauthorized disclosure of information that may harm the service user.

All electronic data obtained in the process of resolving complaints, as well as electronic data submitted by users of services, must be protected. Only persons employed in the laboratory have access to that data, using the code assigned by the database administrator according to the right of access to individual databases defined by the administrator/manager of the IT sector, with the obligatory consent of the laboratory manager. Archiving and storage of copies of electronic documents and data is done in accordance with the procedure DO.130.04 Rulebook.

Saving the electronic copy Ob.DO.140.13.02 is mandatory within the time limit prescribed for saving a printed copy. The electronic copy of Ob.DO.140.13.02 is located in the following path server/*Calibration lab/Calibration certificates & Documentation.*

Ob.DO.140.13.01 Complaint records are reviewed once a year to see which complaints have been resolved and what the outcomes of the resolution are, so this is used as input for review by the laboratory's management.

4.3. Responsibilities and recommendations

The Quality Manager is responsible for reviewing the actuality and updating, as well as for interpreting the provisions of this procedure. The head of the laboratory, the quality manager and the director are responsible for implementing this procedure. The quality manager is responsible for keeping records of error analyzes and initiating appropriate corrective measures, as well as reporting on the number and type of complaints. Once a year, during a management review, received objections and appeals, the method of solving them, the decisions made and the measures taken according to the procedure DO.140.04 Corrective measures, has been analyzed.

5. DISTRIBUTION

This document is used by all participants in the procedure for solving complaints related to the Laboratory, within the scope of their competences.

This procedure as well as the form Ob.DO.140.13.02, in the Serbian and English versions for users outside the Republic of Serbia, are available on the website *www.senis.rs* in the section related to laboratory activities. When signing the Agreement for calibration and before sending it, the user is informed by e-mail that he can find the Complaint Resolution Procedure on the website www.senis.rs in order to familiarize himself with the course of action when resolving a possible complaint, as well as the complaint report form.

6. ATTACHMENTS

.No.	Document no.	Document name	Storage time
1.	Ob.DO.140.13.02	Non-conformance report	permanently

END OF DOCUMENT