

COM: Complaints

Receiving complaints

Customer complaints can be received by the lab via mail, email, phone, or in person. Once a complaint is received by the lab

- the complaint is validated to ensure it relates to the lab
 - the complaint is investigated and appropriate actions are taken
 - when appropriate, the lab will provide progress reports and a formal notice of completion of the handling of the complaint to the complainant
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Addressing customer complaints

Customer complaints regarding any aspect of laboratory services should be promptly addressed.

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- Any employee who receives a complaint regarding service should obtain detailed information, and when possible, answer the complaint personally. The employee's supervisor and the Laboratory Director must be informed of the complaint and resolution.
 - If the employee cannot resolve the complaint, the matter is referred to the employee's supervisor. Complaints that are referred to the unit supervisor are to be documented in writing by the unit supervisor.
 - If neither the employee nor the supervisor can resolve the complaint, the matter is referred to the Laboratory Director.
 - If the Laboratory Director cannot resolve the complaint, the matter is referred to the Chief Deputy or Assistant District Attorney.
 - If the complaint involves the Management System, a corrective action may be appropriate.
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Employee complaints against the Management System

Employee complaints against the Management System should be directed to the attention of the employee's supervisor.

Depending on the nature and seriousness of the complaint, the employee may be directed to initiate a Corrective Action Request.

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If a *Corrective Action Request* is initiated, the Laboratory Director will review the request, assign the action to an appropriate individual, and verify when the action is complete.

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Complaint records

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Documentation of complaints that result in subsequent investigation or corrective action by the laboratory and any communications regarding the outcome shall be maintained by the Quality Manager for at least one accreditation cycle.
