

COMPLAINTS POLICY

Any complaint from a customer showing dissatisfaction with any of our services or staff, or concern over calibration results will be addressed following this procedure:

- All staff are responsible for handling complaints directed to them and shall note the following information:
 - a) Customer name, organisation and contact details.
 - b) The reason for the complaint
 - a) Any initial action taken to satisfy the customer.
- The complaint will then be entered into the company complaints system for further action.
- The complaint will be investigated by the Process Manager and corrective action will be taken as necessary. Any corrective actions or non conforming work will be detailed.
- The complaint will be assessed by a quality representative and closed down when all actions to satisfy the customer have been logged.
- The customer will be informed of the process outcome.
- If required an audit will be actioned and logged and any improvement action taken to prevent a recurrence.