	CENTRAL LABORATORY, DELHI	DOC : CB/CL/SOP/7.9/1
	STANDARD OPERATING PROCEDURE	Issue No. : 04
	PROCEDURE FOR DEALING WITH COMPALINTS ON ACTIVITIES COVERED IN THE MANAGEMENT SYSTEM	Issue Date :16.08.2023
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1.0 PURPOSE

To lay down a procedure for dealing with complaints on activities covered in the quality Manual and related documents so that the quality objectives are met at all times.

2.0 SCOPE

This procedure covers all quality related activities. It excludes anomalies / deviations noticed during internal audit.

3.0 RESPONSIBILITY

Both The Technical Manager and the Quality Manager will jointly deal with the complaint. Depending on the serious nature of the complaint.

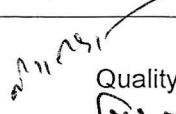

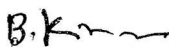

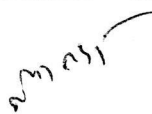
4.0 DEFINITION


Complaint – A written statement indicating dissatisfaction with laboratory quality related activities. It will include any deviation from documented procedure. A note of oral complaint may be made note of, but formal recording/investigation shall commence when the complaint makes a written statement

5.0 PROCEDURE

The following procedure shall be followed:

- 5.1 The laboratories In-Charges will be responsible to maintain complaint register. On receiving complaint, they will record in the register and it will be brought into the notice of Quality Manager / Technical Manager.
- 5.2 Investigation findings together with corrective actions if considered necessary, will be jointly decided by the Technical Manager and Laboratory In-Charge and the complaint will be communicated accordingly under intimation to the Quality Manager.
- 5.3 If, the corrective action required amendment in the test report, it will be done immediately by the concerned Laboratory In-Charge and Technical Manager.
- 5.4 Follow-up action shall be taken by the Laboratory In-Charge in case, the investigation shows failure of the system.

Amendment No.00	Amendment Date :		
Prepared by	Reviewed & Recommended by	Approved By	Issued By
 Quality Manager  Deputy Quality Manager	 Deputy Technical Manager	 Technical Manager	 Quality Manager

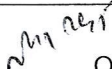
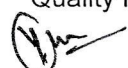
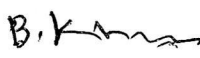

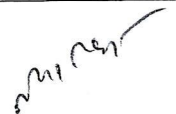
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5.5 All such corrective actions and final action shall be noted in the complaint register.

5.6 Complaints of corrupt practices by the staff shall be dealt with separately by Technical Manager. A separate record of such noted in the complaints will be maintained.

6.0 RECORDS

Complaint register shall be maintained by the individual Laboratory In-Charge and retained for at least three years

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