
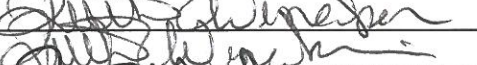
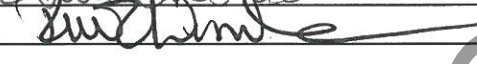



Policy Name:	Policy #:
Resolution of Complaints	TOX-P8

North Carolina Office of the Chief Medical Examiner Toxicology Laboratory	Revision:	Revision Date/Initials:

Approving Authority Name	Approving Authority Signature	Approval Date
Ruth E. Winecker, Ph.D.		2/26/19
		3/23/15
		3/22/15 IL 2/3/22/14
		1/11/17

Purpose:

This policy will describe guidelines for handling complaints and customer service issues.

Policy:

From time to time, complaints may be received against a laboratory about things such as slow turnaround times, questioned accuracy or poor customer service. The Toxicology Laboratory Improvement Form enables lab management to construct a documented response to all **written complaints**. This opportunity to improve can be used externally, for complaints coming in from our customers, as well as internally, via suggestions for improvement by laboratory personnel. All Improvement Forms should be reviewed and evaluated within 5 working days by the Chief Toxicologist. When necessary, corrective action must be taken and documented.

Any staff member receiving an external **verbal complaint** (e.g. customer call) can resolve the complaint if within their authority without documentation. An appropriate senior staff member should be notified if the issue is not resolved. An effort will be made to get all pertinent details from the complainant that could assist in the investigation of the situation. If directed by senior staff, the incident can be documented in writing using the Toxicology Laboratory Improvement Form.

The laboratory's QA/QC program and testing data support laboratory reported results. Any complaint regarding laboratory results will be addressed by the Chief Toxicologist by performing a review of the data and if the complaint has merit, by performing a repeat analysis followed by a corrected toxicology report if necessary.

Written complaints will be addressed as part of the QA/QC program and all completed Laboratory Improvement Forms and supporting documents will be reviewed on an annual basis.

Procedures and/or Forms:

Toxicology Laboratory Improvement Form