



Quality Management System Procedure
Pitt County Sheriff's Office Forensics Services Unit
Issued by the Quality Manager

Effective Date:
2019/11/18

Ver:
4

QSP 4-8-1 Complaints

Page #:
1 of 3

Purpose

To define how to handle and resolve customer complaints.

Scope/Field of Application

A *Complaint* Form shall be completed where an issue has been discovered.

Definitions and Acronyms

A Complaint Form shall be used to document, investigate and remediate client complaint if required.

Non-conformity- A non-fulfillment of a specified or implied requirement of the Quality Management System.

Qualification Process – Process of demonstrating whether an entity is capable of fulfilling specified requirements.

Responsibility


The Quality Manager and technical leaders continually solicit customer feedback.

Employees receiving complaints are responsible for recording the details of the customer complaint on 4-8-1F2 Complaint Form. Employees shall do what they can to resolve the immediate problem or assure the customer that their complaint will receive immediate attention. If the complaint is not resolved on initial contact the employee shall inform the customer that the laboratory will contact them when the investigation is completed.

Quality Manager and or Technical Leader(s) shall analyse the nature of the complaint (contacting the customer for further information if necessary), initiate non-conformity record to resolve the complaint if necessary, inform the customer of the resolution, implement long-term solutions to prevent the recurrence of this type of complaint if necessary, and monitor the effectiveness of the long-term solution if necessary.

The Quality Manager follows up with all appropriate personnel to assure the correct action has been implemented and demonstrated.

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	Quality Management System Procedure Pitt County Sheriff's Office Forensics Services Unit <i>Issued by the Quality Manager</i>	Effective Date: 2019/11/18	Ver: 4
QSP 4-8-1 Complaints			Page #: 2 of 3

Materials Required

#[4-8-1-F2](#). Complaint Form

Procedure

Record-Keeping

1. Record issue on a Complaint Form and identify it as a customer complaint by checking off the customer complaint check-box.
2. Perform whatever immediate corrections can be made and record these details.
3. Notify Quality Manager and/or Technical Leader by close of business of the day of the complaint.
4. Quality Manager / Technical Leader determines whether a Nonconformity Record needs to be initiated.

Written Responses

1. Any required written responses to customers are authored by the Lab Director.
2. Copies of the written response are attached to the Complaint, Corrective Action Request or Nonconformity Record.
3. Final review is conducted by the Quality Manager.

Documentation

All records are kept with the Quality Manager.

Reference Procedures

[QSP 4-11-1 Corrective Action](#)

[QSP 4-09-1 Control of Nonconforming Work](#)



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4

QSP 4-8-1 Complaints

Page #:

3 of 3

REVISION HISTORY		
CURRENT VERSION	EFFECTIVE DATE	SUMMARY OF CHANGES
1	2016/07/01	Original Version
2	2018/04/01	Change revision history table, issue date to effective date, rev#to ver#
3	2019/22/03	Changed NCR form to Complaint form throughout document and deleted 5.6.7 under record keeping.
4	2019/11/18	Added name of complaint form in responsibility section