



# Complaint Procedure

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This procedure outlines the process for handling complaints directed to PJLA or accredited laboratories of PJLA.



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## **1.0 GENERAL**

- 1.1 Purpose: To set forth the procedures for handling complaints about PJLA or PJLA accredited laboratories received directly or indirectly by PJLA, and to derive maximum benefit from any such complaint by instituting or requiring corrective action and quality improvement where necessary.
- 1.2 Scope: Applies to all complaints regardless of source made about PJLA, its representatives, or PJLA accredited laboratories, including, but not limited to:
  - 1) internal customers,
  - 2) customers of laboratories accredited by PJLA,
  - 3) customers who complain to laboratories accredited,
  - 4) any entity which has a complaint regarding PJLA, or
  - 5) laboratories who complain about the conduct of PJLA employees or contractors.

## **2.0 RELATED PROCEDURES, DEFINITIONS, EXHIBITS**

- 2.1 ISO/IEC 17011: 2004
- 2.2 IPL-2, Quality Manual
- 2.3 IPL-1, By-Laws
- 2.4 LF-3, Accreditation Agreement
- 2.5 LF-43a, Master List for Customer Complaints
- 2.6 SOP-1, Accreditation Procedure
- 2.7 SOP-5, Quality Records Procedure
- 2.8 SOP-8, Corrective and Preventive Action Procedure
- 2.6 SOP-10, Appeal Procedure
- 2.7 SOP-11, Suspension, Withdrawal or Reduction of Accreditation

## **3.0 RESPONSIBILITIES**

- 3.1 The President/Operations Manager is responsible for handling complaints made about PJLA accredited customers, PJLA itself, or representatives of PJLA.

## **4.0 COMPLAINTS ABOUT PJLA**

- 4.1 In the case of a complaint about PJLA, the President/Operations Manager evaluates the complaint to determine its taking all appropriate measures to ascertain the substance and validity of the complaint, the



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President/Operations Manager decides upon a course of action, notifying complainant of his decision. validity. This process includes notifying and acquiring a response from any PJLA employee or contractor connected with the complaint. After

- 4.2 If the President/Operations Manager decides that the complaint is either without merit or warrants no further action, complainant is advised of their right to appeal as per SOP-10.
- 4.3 If the President/Operations Manager decides that the complaint is valid in whole or in part, s/he will institute and/or supervise all appropriate measures necessary to implement corrective action in accordance with the PJLA Corrective and Preventive Action Procedure (SOP-8).
- 4.4 After corrective action has been implemented, the effectiveness of the actions taken will be evaluated. Upon the determination that the actions are satisfactory, the President/Operations Manager will notify complainant of the corrective action and solicit further comments.

### **5.0 COMPLAINTS ABOUT PJLA ACCREDITED LABORATORIES**

- 5.1 Upon receipt of a complaint, the President/Operations Manager elicits all pertinent information, preferably in writing. PJLA will maintain continual assessment of laboratory's complaint file, mandated by contractual agreement (LF-3), via scheduled surveillance assessments. This procedure is open to all complainants, regardless of their association with PJLA or PJLA's accredited laboratories.
- 5.2 The President/Operations Manager forwards the information to the accredited laboratory and requests written comment, ensuring that the complaint is first addressed by the accredited laboratory.
- 5.3 If the accredited laboratory does not respond within 30 days, or if the President/Operations Manager, having reviewed the matter, finds that the customer has violated the terms of its agreement with PJLA, the President/Operations Manager must invoke the PJLA Procedure for Suspension, Withdrawal or Reduction of Accreditation (SOP-11).
- 5.4 If the President/Operations Manager decides that the complaint is either without merit or warrants no further action, complainant is advised of their right to appeal as per SOP-10.
- 5.5 In any event, the President/Operations Manager notifies the complainant and accredited laboratory, in writing, of their decision in the matter. They



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also advise both parties that the decision may be appealed per PJLA's Appeal Procedure.

### **6.0 RECORDS**

- 6.1 Records of all aspects of the complaint processing are maintained, according to SOP-5.