

RESPONSIBLE	ACTIVITY	RELATED DOCUMENT
Quality System Responsible	<p align="center">Receiving Complaint Notifications (Telephone, email, website, customer visit, etc.)</p> <p align="center">Recording the Complaint and Informing the Complainant</p>	ART.KYS.FRM.179 Laboratory Complaint Form
Quality System Responsible	<p align="center">Preliminary Assessment Is the complaint related to laboratory/service activities?</p> <p align="center">NO</p> <p align="center">Informing the complainant</p> <p align="center">YES</p> <p align="center">Assessment/Initiation of Corrective Action</p> <p align="center">Informing the complainant</p>	QDMS
Test Laboratory Manager/Quality System Responsible	<p align="center">Did the complainant accept the proposed solution?</p> <p align="center">NO</p> <p align="center">Alternative Solution (using an alternative laboratory in case of a dispute over the test/measurement)</p> <p align="center">YES</p>	Mail
Quality System Responsible	<p align="center">Is the complainant satisfied?</p> <p align="center">NO</p> <p align="center">Re-evaluation of the Complaint</p> <p align="center">YES</p>	QDMS
Quality System Responsible	<p align="center">Closing the Corrective Action</p> <p align="center">Closing the Complaint</p>	ART.KYS.FRM.179 Laboratory Complaint Form
Test Laboratory Manager/Quality System Responsible	<p align="center">The complainant will be notified in writing.</p>	Mail

PREPARER	CONTROLLING	APPROVED BY
Quality System Responsible	Test Laboratory Manager	Test Laboratory Manager
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