

# Customer Complaint Resolution Procedure

ISO/IEC 17025 (2017) Clause 7.9.2



## Introduction

Management and staff at MTS are committed to a high level of service, good professional practice, quality and timeliness of services, fairness, trustworthiness & honesty, client confidentiality and conducting tests and calibrations in accordance with the stated methods and customers' requirements. If however, a complaint is received MTS management will attempt to resolve any issues through discussion and conciliation.

## Confidentiality

You can be assured that confidentiality will be maintained at all times with respect to both verbal discussions and written documentation relating to the complaint. The number of people involved in the resolution of the complaint will be kept at the appropriate level and will be limited to those with a genuine need to know, or need to be involved.

## Resolution Procedure

The complaint should first be discussed between the client and the MTS employee involved with a view to a timely resolution. The MTS employee will hear the client's complaint and reply to the client within a short and acceptable timeframe. The MTS employee shall ensure that the client is given a fair hearing when presenting any complaint they have.

If it is inappropriate to raise the matter directly with the MTS employee involved, then the matter can be raised directly with the MTS Manager. In this situation the MTS Manager must notify the MTS employee involved and provide details of the complaint.

## Lodging a formal complaint

When lodging a formal complaint with MTS the complaint must be made in writing to MTS (an email is sufficient). MTS will acknowledge receipt of the complaint and will provide the complainant with progress reports and the outcome.

A formal investigation will be conducted by the MTS Manager and will involve the following item/actions:

- An interview with the complainant to ascertain the problem
- An interview with the MTS employee to enable them to respond to the allegations
- Interview any other MTS employee involved in the activity
- Review of the test/calibration results by more a qualified MTS employee
- A decision on the outcome of the investigation
- Identification of the solution and corrective actions to be taken
- Advise both the complainant and the MTS employee of the outcome
- Solutions and any corrective actions implemented
- Follow up by MTS Management with the complainant to ensure that the complaint is resolved satisfactorily.
- Once satisfactorily resolved MTS will give formal notice to the complainant that the complaint has been finalised.

## Record Keeping

All details of a complaint will be recorded securely in the Company Complaints File and will include the date, nature of the matter, any action taken or required and the outcome reached.

Any corrective action will be recorded in accordance with MTS Quality Manual using the Corrective Action Form and the Corrective Action Register.