

Handling of Complain

P 7.6 - PTU

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<i>Date</i>	14/7/2024	14/7/2024	14/7/2024

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Amendment Table

No.	Clause	Page	Elimination / Correction / Addition	Reason	Date	Authorization sign
			Correction Ministry of Investment and Foreign Trade Instead of Ministry of Trade and Industry	Change of Ministry Name	14/7/2024	Eman Mahdy

1. Scope

This procedure describes the procedure for the process of receiving, substantiating, investigating the complaint and deciding what actions shall be taken in response; tracking and recording the complaint maintenance of records of complaints. The complaints should be discussed in PTU-staff meetings and the actions taken should be documented. The process for handling complaint shall be publicly available.

2. Purpose

Complaints are objections, errors, or non-conformities involving work quality, or failures to provide service or other requests of the customer including timeliness relates to PT activities. Complaints can provide valuable feedback on the effectiveness of the PTU and can be used to improve the management system.

3. References

ISO/IEC 17043:2023 General requirements for the competence of providers of proficiency testing schemes and for the development and operation of proficiency testing schemes.

4. Process for handling complain

4.1 Receiving of complains

- Complaints may be received in various means in writing, electronically through e-mail or fax.
- Upon receipt of a customer complaint as defined above, the customer/representative will fill the (complaint form F02-P7.6-PTU); with the appropriate information including date, customer name, service description and brief description of the problem or reason of complaint. The PTU shall confirm whether the complaint relates to PT activities and, if so, shall resolve the complaint further, on the form it should be documented whether and how (i.e. by telephone, Email, or fax) the contact was solved or if a complaint has been completed.
- Regardless of the means of receipt, the complaint is recorded on the corrective action report documented in form (F01-P8.7-PTU Nonconforming work & CA request). The Quality manager contacts the customer by either phone or email to confirm receipt of complaint.
- According to the nature of the complaint, an appropriate authority is assigned for its handling. Complaints of technical nature are assigned to the technical manager who may form an investigation including the responsible staff for the work under complaint.

4.2 Resolution & Investigation of complaints

- The investigation process includes gathering all necessary information to determine whether the complaint is substantiated, validating the complaint, investigating the cause of the problem and deciding on actions that would eliminate the cause of the problem and satisfy the customer.
- In case of customer complaints which are in process, the documents related to this complain should be kept in an open file labeled "Corrective Action in Process" until final disposition is reached.
- Upon Resolving of the complaint, all records related to that specific complaint are kept in the "complaint file" at the PTU- Quality Manager.
- When the corrective action has been completed, the output is reviewed and approved by individual who is not involved in the activities under complaint. The corrective action form is forwarded to PTU- Quality manager who communicates the output to the complaint.

4.3 Review & Decisions of complaints

- Reviewed and approved by, persons not involved in the subject of the complaint in question. Whenever possible, the Quality manager flow up the complaints and Head of PTU gives formal notice of the end of the complaint handling to the complaint.
- Complaints are reviewed during the internal audit and management review to ensure any changes from a complaint were proper, effective, timely and successful.
- The Head of PTU responsible for all decisions at all levels of the handling process for complaints.

5. Related Documents and Forms

F02- P7.6-PTU Complain form

F01- P7.6-PTU list of Complain

F01-P8.7-PTU Nonconforming work & CA request

Revision Page

Revised by: Eman Mahdy

Job : Quality Manager

Date: 14/7/2024

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