MOTIVA Lab	**Issue Date:** 22 Dec 2017	**SP-002**

Feedback and Complaints

Issue No: 02	**Author:** I. A. M. Quality, Quality Manager	**Approved:** I. B. Boss, General Manager

1.0 SCOPE AND FIELD OF APPLICATION

1.1 This procedure covers the receipt, recording and any necessary resolutions resulting from all feedback received by MOTIVA Lab.

2.0 PRINCIPLES OF APPLICATION

2.1 Universal Application: MOTIVA Lab encourages individual and broad input concerning improvements to its testing and inspection processes. MOTIVA Lab acquires and tracks feedback in support of management system metrics. This feedback is monitored by Quality personnel and reported to top management as part of periodic management system reporting and review.

2.2 Transparency: MOTIVA Lab logs all feedback it receives. This includes feedback that expresses either satisfaction or dissatisfaction. Any feedback that requests MOTIVA Lab to reconsider a decision resulting from the activities of an accredited inspection body is dealt with as an appeal. Records of feedback, complaints, and appeals are maintained in the logs/databases established for the purpose. Authorised personnel can access them for the purposes of facilitating the decisions on all of these types of feedback by the appropriate level of authority within the business.

2.3 Responsiveness. MOTIVA Lab responds to all feedback in a timely manner.

2.4 Systematic Approach. MOTIVA Lab deals with complaints in a manner that is appropriate to the feedback that has been received. This approach is described below and, while open to scrutiny, follows well-established procedures in arriving at appropriate decisions.

2.5 Independence of Investigation and Adjudication: MOTIVA Lab investigates and adjudicates complaints with persons independent of the process or decision that is the subject of the complaint. All complaints and the results of investigations are reviewed by the Quality Manager.

2.6 Confidentiality. MOTIVA Lab treats as confidential, all information received in the form of a compliment, complaint or appeal.

3.0 NORMATIVE REFERENCES

3.1 MOTIVA Lab Quality Manual
3.2 ISO/IEC 17025: General requirements for the competence of testing and calibration laboratories
3.3 ISO/IEC 17020: General criteria for the operation of various types of bodies performing inspection
3.4 AC 7101/1: Nadcap Audit Criteria for Materials Testing Laboratories General Requirements for All Laboratories
3.5 MOTIVA Lab Quality Terms and Definitions.

4.0 TERMS AND DEFINITIONS

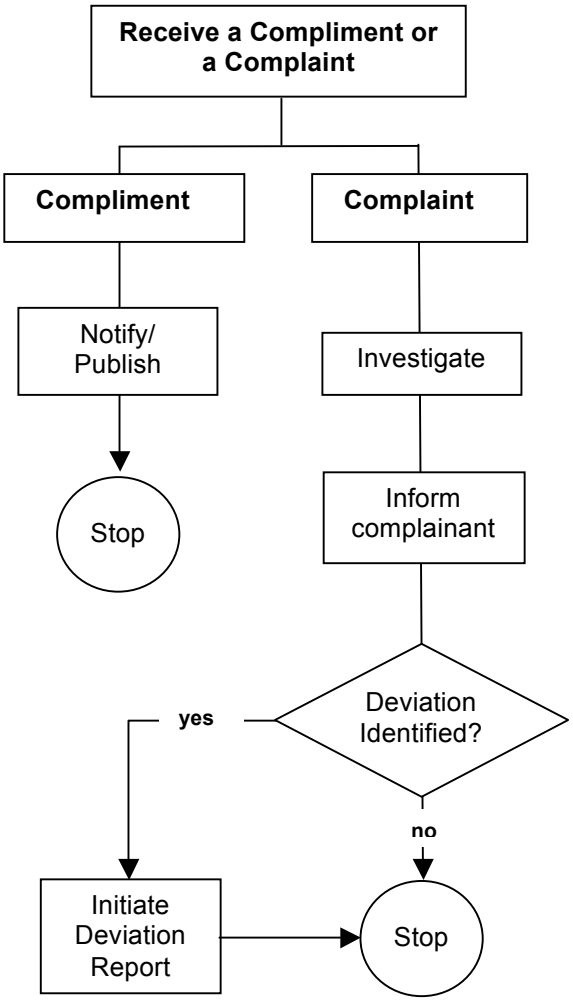
4.1. Contained in MOTIVA Lab Quality Terms and Definitions

5.0 HEALTH AND SAFETY

5.1. All processes, procedures and environments affected by this procedure include considerations for health and safety.

6.0 PROCEDURE FOR COMPLAINTS AND COMPLIMENTS

6.1 Process Flow for Complaints and Compliments



6.2 Receive Complaint and Compliment Feedback

6.2.1 MOTIVA Lab receives feedback from all sources regarding all aspects of MOTIVA Lab operations. The following feedback mechanisms are used within MOTIVA Lab.

6.2.2 All feedback is recorded into the MOTIVA Lab Feedback log. The records are maintained by Quality staff

6.2.3 Routine Client Feedback

6.2.3.1 The Client Feedback Form is the standard form for soliciting client feedback. It is published on MOTIVA Lab's web pages. It is referred to in all e-mails transmitted to clients with an invitation to complete the online form and return it to MOTIVA Lab.

6.2.3.2 Completed Client Feedback Forms are received within MOTIVA Lab and forwarded to the section concerned for investigation as per this procedure. A copy is forwarded to the Quality Manager.

6.2.4 Receiving All other Types of Complaints and Compliment Feedback

6.2.4.1 Whenever MOTIVA Lab receives other types of complaint or compliment feedback, these are recorded into the MOTIVA Lab Feedback log and the feedback is forwarded to the section concerned for investigation as per this procedure. A copy is forwarded to the Quality Manager. Feedback records and logs are maintained by the Quality Manager.

6.3 Action upon Receipt of Complaints and Compliments

6.3.1 Receiving Complimentary Feedback

6.3.1.1 Compliments are forwarded by the Quality Manager to the manager of the person or organisation identified in the compliment, with a copy to the General Manager. The information in it is kept confidential to safeguard the identity of the compliment recipient and the originator.

6.3.1.2 If both the originator and the compliment recipient agree, the compliment may be published using an appropriate format within MOTIVA Lab, such as a group meeting, a memo to all staff, or on MOTIVA intranet. If either the originator or the compliment recipient indicates any reticence to such publication, only the managers involved will be informed.

6.3.1.3 Any actions taken are recorded in the appropriate log. These records are maintained the Quality Manager.

6.3.2 Receiving Complaint Feedback

6.3.2.1 Complaints received by MOTIVA Lab are an indication that a problem may exist which has been perceived only from the outside. The actual problem may not be the one noted in the complaint, but acceptance of an outsider's perception of a problem goes a long way to finding good and enduring solutions.

6.3.2.2 In general, complaints include written communication expressing dissatisfaction with a MOTIVA Lab service, policy, procedure, conduct, or some similar aspect of the operation of a laboratory that participates in one of the MOTIVA Lab programs.

6.3.2.3 Complaints can arrive with or without documentation to substantiate the facts of the complaint, such as a deviation, or other documented departure from specification. Staff should try to immediately resolve complaints from all sources to the satisfaction of the complainant if possible.

6.3.2.4 If it is impossible to resolve the complaint immediately (within three working days), or if it is necessary to refer it to another staff member for resolution, the staff member who received the complaint should report it to the Quality Manager using the appropriate local record.

6.3.3 Receiving Significant Complaints

6.3.3.1 Significant complaints are those that are deemed to adversely affect the public image of MOTIVA Lab or call into question, the integrity or credibility of MOTIVA Lab work. In the event of a significant complaint:

- Staff reports them immediately to the General Manager, whether or not they are able to solve the complaint immediately.
- The complaint is recorded and passed to the Quality Manager as per the procedure outlined above.

6.3.4 **Recording Complaints and Compliments**

6.3.4.1 MOTIVA Lab records of compliments and complaints in local feedback records include, as a minimum, the following information:

- date of the complaint or compliment,
- identification of the originator of the feedback,
- description of the issue,
- the name of the MOTIVA Lab employee who received the feedback

6.4 Investigation of Complaints

6.4.1 The recorded complaint is forwarded to Quality Manager who will then assign the investigation to an appropriate staff member or manager. If an appropriate staff member cannot be identified from the ownership of the process affected by the complaint, it is assigned to local management who may delegate the investigation to an appropriate staff member.

6.4.2 The investigation is to determine the validity of the complaint, by comparing the situation surrounding the complaint to published specifications, policies, and procedures. This investigation is only to determine the **validity** of the complaint. The investigator will normally acquire information to establish the facts surrounding the complaint. This may include making inquiries to the complainant, querying the person or section that is the object of the complaint, or obtaining information from other sources without revealing the source of complaint or the identity of the organisation or person named as the object of the complaint.

6.4.3 Investigation of a complaint consists **solely** of comparing requirements to actual events. The only requirements that can be compared to actual events are those published MOTIVA Lab requirements that affect the required conduct of the organisation or person named as the object of the complaint. **Unpublished procedures and policies do not apply.**

6.4.4 From this comparison, the investigator is able to definitively establish whether the facts substantiate the complaint.

6.4.5 Any complaint that identifies a situation that does not conform to published specification may be deemed **valid** and the resulting deviation is identified and treated as per the MOTIVA Lab Continual Improvement procedure. Conversely, a complaint that identifies a situation that does conform to published specification may be deemed **invalid** and the complainant so informed.

6.4.6 Matters for consideration during investigation

6.4.6.1 The staff member or manager investigating the complaint should also take account of the following during the investigation and resolution. If the answer to any of the questions below is "yes", a deviation must be identified and initiated as per MOTIVA Lab Continual Improvement procedure.

- Is there an effect on the technical validity of MOTIVA Lab work?
- Might other client's work be affected?
- Might other types of work be affected by the same problem?
- Can remedial action be taken to rectify the problem?
- Is a client specification involved?
- Is there a need to repeat the contract review for the affected projects?
- Does work need to be stopped pending investigation?

6.5 Closure of the Complaint

6.5.1 Once the validity of the complaint has been determined, the complaint is CLOSED and the complainant is notified of the results of the complaint investigation. If the complaint has been deemed valid, the complainant may be so notified and indication that MOTIVA Lab has raised a deviation to address the situation may be provided.

6.5.2 Under normal circumstances, complainants are not informed about the actions taken to address deviations under the MOTIVA Lab Continual Improvement Procedure. Some regulatory agencies may require laboratories to provide more information in this instance and this is reflected in local complaint investigation and response procedures.

6.5.3 The Quality Manager maintains records of complaints and their resolution.