

PRL Resolution of Complaints			
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## 1.0 Purpose

This SOP describes the procedure for the receipt, resolution, and maintenance of records of complaints regarding Laboratory services and ensures that client satisfaction with Laboratory services is constantly and effectively monitored.

## 2.0 Scope

This procedure is applicable to all Laboratory Users at Proteus Laboratories.

## 3.0 Terms, definitions and abbreviations

### 3.1 Terms and Definitions

**Complaint:** All forms of criticism by people inside and outside the laboratory or expression of dissatisfaction about a situation or service.

**Complainant:** a person having a complaint, or deviation, or point of improvement to report.

**Recipient:** The person who filed a complaint, or deviation, or point of improvement to the Laboratory.

### 3.2 Abbreviation

CAPA: Corrective Action and Preventive Action

PRL: Proteus Laboratories

SOP Standard Operating Procedure

MGT Management

<b>4.0 Tasks, Responsibilities and Accountabilities Task</b>	<b>Responsible</b>	<b>Accountable</b>
Implementation of the complaint procedure and facilitating process change	Quality manager	Laboratory director
Recording complaints received on the complaint form	Laboratory personnel	Quality manager
Initiating corrective actions for evaluated complaints	Laboratory personnel	Quality manager
Monitoring complaints received for trends, resolutions and corrective action.	Quality Manager	Quality Manager

### **5.0 Safety and Environment**

Where applicable wear protective clothing during interviews or auditing

### **6.0 Quality assurance and Quality control**

Ensure completeness of the customer survey forms before analysis.

### **7.0 Procedures**

## **7.1 Collection, Receiving, Handling Feedback and Management of complaints received from Clients and other Parties.**

The laboratory management ensures that suggestions for improvement of the QMS and complaints from both internal and external customers, are analysed, maintained and utilised to improve laboratory services for customer satisfaction.

### **7.1.1 Internal customers**

- The laboratory personnel receive the customer's complaints, whether it's verbal or documented. The complaints are forwarded to the customer care officer or assigned personnel.
- The customer care officer or assigned personnel then evaluates the complaints to determine whether they have grounds for reporting with the objective of improving service delivery.
- If the complaint has objective evidence for improving service delivery it is then recorded in the complaints book. All complaints whether they have objective evidence for improving service delivery or not are maintained in the laboratory.
- Laboratory management from time to time engages the internal customers for complaints, deviations, and opportunities for improvement through discussions. These are then transferred to the customer complaint book.
- Complaints are handled in the same manner as non-conformances with trends determined quarterly.

### **7.1.2 External customers**

- The customer suggestion for improvement, deviation and complaints can be communicated by; telephone, memos, email or any other possible means of communication.
- The complaints are forwarded to the customer care officer or assigned personnel.
- The customer care officer or assigned personnel then evaluates the complaints to determine whether they have grounds for reporting with the objective of improving service delivery.

- If the complaint has objective evidence for improving service delivery it is then recorded in the complaints book. All complaints whether they have objective evidence for improving service delivery or not are maintained in the laboratory
- Laboratory management from time to time engages external customers for complaints, deviations, and opportunities for improvement through discussions.
- The quality manager reviews the complaints on a quarterly basis to determine recurring complaints.

### **7.1.3 Management of complaints**

- The lab manager establishes a way to rectify the complaint by reviewing the complaint and implementing the procedure that follows (discussion and action taken).
- If the action to be taken is immediate, the laboratory manager communicates to the other laboratory personnel on how to handle the complaint/ deviation for improvement and carry out the agreed upon action.
- If the action to be taken is not immediate, the laboratory manager tables the deviations, complaints and improvement suggestions to the laboratory staff and members provide input.
- The laboratory management provides feedback to the clients after the concerns have been addressed or give them updates on attempts made to address the concerns. This feedback is provided through memos, meetings and other communication channels.

### **7.1.4 Keeping Records of all Complaints, Reports and all actions taken**

- All records of complaints, customer surveys and client's feedback are kept by the quality manager and are also reviewed quarterly for trends.

### **7.1.5 Time frame for closure of complaints**

- The Laboratory management is responsible for ensuring that all customer complaints and feedback are appropriately addressed within a specified time frame as stipulated on the action plan.
- Most complaints and feedback are addressed within a period of a month within which they are reviewed to determine if they have been closed off or require additional time or more corrective measures. Complaints are investigated within 24hrs of been raised.

## **7.2 Customer Satisfaction Survey**

### **7.2.1 Scope**

Proteus Laboratories offer customers an opportunity to explain their requests and monitor the laboratory's performance in relation to the work being done on their behalf.

### **7.2.2 Rating the Laboratory services**

To rate services, a customer questionnaire is sent to the users regarding the following;

- responsiveness to customer needs
- professionalism
- clarity of reports
- turnaround time
- accessibility of services
- service quality to patient care
- customer satisfaction
- Any other inquiry as may deem necessary.

### **7.2.3 Processing of survey results**

The Quality Manager analyses the questionnaire results and identify possible points for improvement of the laboratory practice. Based on these points of improvement, the Quality Manager formulates action plans that are

discussed in laboratory meeting. The customer survey is conducted at least annually, and a report is generated, and findings shared with the users.

## **8.0 References/Related documents**

- Quality Manual (**PRL- MAN -001**)
- Clinician Handbook (**PRL- CLM- 001**)
- Identification and control of nonconformities (**PRL-MGT- 009**)
- Continual improvement SOP (**PRL- MGT- 012**)

## **9.0 Attachments/Annexes**

- Appendix 1: Customer complaints Form
- Appendix 2: Customer survey tool
- Annex 1: Sop attestation form.

**Appendix 1: Customer complaints Form**

Name of client (optional) \_\_\_\_\_ Date \_\_\_\_\_

Brief description of complaint

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Root cause analysis

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Action Taken

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Name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_

Feedback given to complainant

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Name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_

Effectiveness of action and closure of complaint

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Review comment by the Quality Manager

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Name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_

## Appendix 2: Customer Survey tool

Dear esteemed laboratory user,

Your satisfaction regarding the services provided by the laboratory is an important indicator for the quality of our work. We therefore would like to ask you to complete this questionnaire and help us improve our services.

Your responses will be treated confidential.

### Customer satisfaction questionnaire

	Agree	Disagree
The lab client manual is available		
Expected TAT Met		
Are reports easily understood		
Quality of service consistent and reliable		
Telephonic communication with the lab professional		
Messenger / courier service efficient		
Lab easily reached telephonically		
Cleanliness of the reception area is acceptable		
Waiting time before being attended to less than 10 min		
Messenger / couriers dressed professionally		
Courtesy of the lab staff at reception		
Urgent results available within TAT		

Any other comments / suggestions:

Name of client.....

Date.....

Document Revision History					
Date of next Review	Date of Review	Reviewed by	Description of Change	Version	Effective Date



