

7.6 COMPLAINTS AND APPEALS (ISO17020 7.5, 7.6)

7.6.1 QM-24 COMPLAINTS

PROCESS REQUIREMENTS

POLICY, (satisfies Regulation 7 (2)(h))& shall be read in conjunction with regulations 5, 6 & 7.2(a)&(g).

Holmes Farsight shall maintain a system to record and manage complaints. This shall ensure that all staff know what to do when a complaint is received and that all complaints are investigated fairly and in a timely manner.

The system shall:

- Ensure that our process proactively acknowledges, considers and responds to all complaints; and
- Afford the appropriate levels of objectivity and fairness to all parties; and
- Enable complaints to be prioritised; and
- Provide remedies proportionate to the issues raised; and
- Enable complaints to be systematically and accurately logged and tracked