



## QUALITY PROCEDURE

### Olfasense Complaints Procedure

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Report Number:  
Issue 4



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## 1 Introduction and scope

This procedure outlines the complaints process for an external client. This document explains where the client can find the complaints form, what information it requires, where the information is collated and how Olfasense staff will respond to complaints.

## 2 Dealing with the initial complaint

The following sections outline the process for a client to make a complaint.

### 2.1 Location of the Complaints Form

The complaints form is located on the Olfasense website linked to the UK contact page. When clicking this tab a page opens where a link is available for all to access. When clicking the link a google form will open in a separate window. A version of the complaints form suitable for clients 'OSUK Complaints' form will be available on this page.

### 2.2 The Complaints Form

The form will be set out with a mixture of multiple choice options and text boxes. The client can easily complete each question with clear answers. When a form has been submitted, all staff from the relevant office for the location of the complaint will receive an email notification and the responses will be collated.

### 2.3 Where Information is Collated

The information submitted from the form will be collated in a google sheet named 'OSUK Complaints (Responses)'. This sheet can only be accessed by Olfasense staff.

### 2.4 How Olafssons Staff Will Respond

When an email notification has been received, it is the responsibility of all staff to identify which department the complaint occurred from the information given by the client, and to delegate to/volunteer an appropriate member of staff to deal with the complaint (this should not be an individual involved with the complaint).

This individual must respond to the client within 24 hours to inform them that the investigation into their complaint is underway and to provide an appropriate timescale for completion. The individual must update the investigation google sheet that each office will have separately e.g. the UK office will update the sheet named 'OSUK Complaints Investigation'.

## 3 The Investigation

### 3.1 Complaints Register - QHB

When a complaint is received an investigation must be raised on the QHB complaints record in QH Reports and this reference number must be added to the investigation google sheet. If a non-conformance has occurred, then an IR will need to be raised as well.

The complaint will be documented in accordance with ISO/IEC 17025:2017 and appropriate actions will be raised and dealt with accordingly; the complaint will be validated, tracked and recorded. More information in excess to the initial form will be gathered if needed, to enable a thorough and accurate description of the activity in question.

Actions will be raised to identify how the activity occurred, whether it has been a non-conformity to procedures and what the immediate corrective actions are. Preventive actions for avoiding any future occurrences will be raised if necessary.

The process will be tracked via an Olfasense system to ensure the complaint is being investigated correctly and carried out efficiently. A member of the senior management team will be involved with this process.

### 3.2 Client Correspondence

The individual dealing with the complaint must keep up regular communication with the client and must keep a record of any communication in the project correspondence folder and the CRM.

## 4 Approving and closing the complaint

### 4.1 Approval

The complaint must be reviewed and approved by a member of the senior management team before being finalised.

### 4.2 Closing the Complaint

When the investigation has been closed the client must receive a formal notice letter to close the investigation. This can be attached as a PDF and emailed to the client.