



QUALITY PROCEDURE

Olfasense Complaints Procedure

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Report Number:
Issue 5



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Table of Contents

Table of Contents	3
1 Introduction and scope	4
2 Dealing with the initial complaint	5
2.1 Location of the Complaints Form	5
2.2 The Complaints Form	5
2.3 Where Information is Collated	5
2.4 How Olafssons Staff Will Respond	5
3 The Investigation	6
3.1 Complaints Register - QHB	6
3.2 Client Correspondence	6
4 Approving and closing the complaint	7
4.1 Approval	7
4.2 Closing the Complaint	7



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 complaint form

The complaint form is located on the Olfasense website linked to the UK contact page. When clicking the link a Google form will open in a separate window.

2.2 The complaint form

The form is laid out with multiple choice options and text boxes. The client should complete each question. 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 into a Google sheet named 'OSUK Complaints (Responses)'. This sheet can only be accessed by Olfasense staff.

2.4 How Olfasense staff will respond

When an email notification has been received, it is the responsibility of the Quality Manager to identify the relevant department. Investigation of the complaint will be assigned to a specific member of staff (this should not be an individual involved with the complaint).

This staff member will 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 staff member must update the internal investigation record at all stages of the investigation process, located as a Google form at 'OSUK Complaints Investigation'.

3 The Investigation

3.1 Complaints register - QHB

When a complaint is received an investigation is opened, assigned a reference number and recorded in the QHB complaint record. The reference number must be cross-referenced to the OSUK Complaints Investigation Google sheet. If a non-conformance has occurred, then an IR will 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. Information will be gathered and recorded, to enable a thorough and accurate description of the activity in question.

Actions will be raised to identify how the issue occurred, whether there is a procedural non-conformity and what the immediate corrective actions are. Preventive actions for avoiding any future occurrences will be raised if necessary.

The process will be tracked by the Quality Manager to ensure the complaint is being investigated correctly and carried out efficiently.

3.2 Client Correspondence

The specific member of staff responsible for the investigation will keep in touch with the client, and will 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 investigation must be reviewed and approved by a the Quality Manager before being finalised.

4.2 Closing the Complaint

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