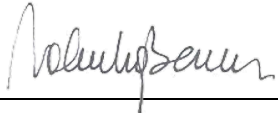
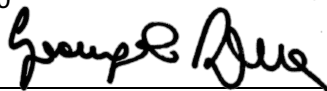
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Testing Laboratory of SIIIA Srl



ENMP7.9S1

Handling of complaints

Written by: RSQ Full name: Valentina Bernini on: 31/07/2020 Signature: 	Reviewed and approved by: DL Full name: Giampaolo Betta on: 31/07/2020 Signature: 
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COMPLAINTS HANDLING PROCESS OF THE TESTING LABORATORY OF THE COMPANY SIIIA SRL, PARCO AREA DELLE SCIENZE, 43124 PARMA, ITALY

This document describes the complaints handling process implemented by the Laboratory of the company SIIIA S.r.l. The Laboratory accepts and analyzes complaints presented only in the manner provided for by its Quality Manual and described below; other forms of complaint are not accepted by the Laboratory.

1) REQUEST FOR COMPLAINT EXTENSION FORM

Anyone intending to extend a complaint must contact the Laboratory and request the supply of the MP7.9M1_x form. The Laboratory can be contacted either by phone: +39 340 6975869, or by e-mail: giampaolo.betta@siiia.org. The Laboratory Director (DL) will provide the module as soon as possible.

2) FILLING IN THE FORM AND RETURNING TO THE LABORATORY

The complainant completes the form in the manner specified in the form itself and returns it to the Laboratory in paper format. DL confirms receipt of the form itself to the complainant.


3) COMPLAINT HANDLING BY THE LABORATORY

The Laboratory analyzes the complaint, identifies the figures responsible for the activity that is the subject of the complaint, establishes the acceptability of the complaint and validates it by collecting and verifying all the necessary information.

A complaint is considered acceptable if it refers to laboratory activities for which the laboratory itself is responsible.

A complaint is considered validated if the statements of the complainant correspond to the conditions of the Laboratory and its truthful activities. The Quality Management System Manager (RSQ) is responsible for collecting and verifying all the information necessary to validate the complaint.

If from an initial analysis the complaint is deemed unacceptable, the complaint is closed specifying the reasons and communicated to the complainant.

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If from the collection and verification of the information it appears that the statements do not correspond to truthful conditions, the complaint is closed and the reasons and evidence obtained from the investigations carried out are communicated to the complainant.

If the complaint is deemed acceptable and validated, the RSQ establishes whether the declarations of the complainant correspond to a non-compliant activity for the Laboratory. In this case it opens a non-conformity according to the methods specified in the Quality Manual. In all other cases, the complaint is configured as a piece of information useful to activate improvements and therefore the RSQ starts the actions to establish and implement the consequent improvements.

In case of non-compliance, the non-conformity (NC) is managed ensuring that every action is taken to keep it under control and correct it, address the consequences, where applicable eliminate the cause so that it does not repeat itself. The complaint is considered closed when the NC is closed and the results of the complaint are communicated to the drafter.

In all other cases the complaint is configured as a piece of information useful to activate improvements. In this case, the Laboratory informs the complainant that his report has been taken care of in order to establish, evaluate and implement improvement actions. The complaint is considered closed without further action as it has not in connection with a non-compliance.

In all cases, the RSQ records and describes the actions taken by the Laboratory in order to manage the complaint in a document that is delivered by DL to the complainant after its closure.

The Laboratory ensures that the process of handling the complaint and determining the results is managed or reviewed and approved by personnel not involved in the activity subject to the complaint.