

## **Tayside Scientific Services**

### **COMPLAINTS AND SUGGESTIONS PROCEDURE**

#### **1. Policy**

Tayside Scientific Services aim to provide a high standard of quality in all services provided. Feedback from the customers of the laboratory help to ensure the laboratory's services are consistently meeting the customer's needs. Any dissatisfaction with the services provided should be provided using the procedure outlined below.

#### **2. Making a suggestion for improvement**

Anyone receiving services provided by Tayside Scientific Services may make a suggestion for improvement. You may wish to use this option if you do not wish to make a formal complaint but rather make a suggestion on how we could improve our service to you.

In order to make a suggestion, phone the number of the laboratory (01382 307170) and speak with the member of staff concerned with the authorisation of the test report issued to you. Alternatively, you can email [scientific.services@dundeecity.gov.uk](mailto:scientific.services@dundeecity.gov.uk) with the subject of your email marked with the wording 'Suggestion' and indicate which member of staff the suggestion is to be forwarded to.

Any suggestions provided will be recorded and carefully considered by the management of the laboratory in order to improve the services that we provide. No response will be provided to a suggestion.

#### **3. Definition of a complaint**

Tayside Scientific Services define a complaint as 'an expression of dissatisfaction by any person or organisation relating to the service provided by the laboratory, where a response is expected'.

#### **4. Handling of a complaint**

Tayside Scientific Services aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigation of the complaint to help us improve the service we provide. We treat all complaints in confidence. We shall act promptly and courteously to resolve all complaints initiated by a customer or other party.

Tayside Scientific Services assures customers that it will not withdraw or reduce services due to someone making a complaint in good faith.

#### **5. Who can complain**

Anyone dissatisfied with the services provided by Tayside Scientific Services may make a complaint.

#### **6. How we will receive your complaint**

You can complain:

- in person\*
- by telephone (01382 307170)\*
- by email ([scientific.services@dundeecity.gov.uk](mailto:scientific.services@dundeecity.gov.uk) )
- via a survey response
- by letter

*\*where a complaint is received orally we will make a written record and provide a copy of it within 3 working days.*

## **7. Responsibility**

The Scientific Services Manager has overall responsibility for dealing with all complaints made about the service.

## **8. How we handle complaints (evaluation and decision making)**

Any member of Tayside Scientific Services staff receiving a complaint shall immediately inform the Scientific Services Manager and / or the Quality Manager, and shall record the details of the complaint on a nonconforming work investigation form.

The Scientific Services Manager and / or the Quality Manager, after confirming the complaint relates to laboratory activities it is responsible for, shall arrange for one of the management team to investigate the complaint using the criteria outlined in the laboratory's nonconforming work investigation form. The person chosen will have enough seniority and experience to deal with the issues raised. The investigation will collate and verify all information necessary to validate the complaint, attempt to determine any root cause reason attributable to the complaint, and raise corrective actions to resolve the root cause. Where corrective actions are necessary, they shall be taken within an agreed timescale by the person nominated to be responsible for the investigation.

Receipt of a complaint shall be acknowledged within three working days.

The laboratory aim to have all complaint investigations completed within 10 working days unless a different time scale is agreed with the complainant. If after 10 working days the investigation is not complete the Quality Manager will provide a progress report to the complainant, that has been compiled by the member of the management team responsible for the investigation, every further 10 working days until the matter is concluded.

The Quality Manager, or other member of the management team whom are independent of the work activities on which the complaint is based, shall be responsible for:

- (1) approving the contents of the completed investigation for accuracy;
- (2) verifying that any corrective actions required have been completed within the agreed timescale, and
- (3) ensuring that the person making the complaint has been informed of the outcome of the investigation, including any actions taken, at the conclusion of the investigation. A statement that there will be no further correspondence on this matter, unless the complainant provides new information regarding the complaint, will be provided to ensure the customer is aware the complaint has been closed.

Details of the complaint will be raised at the next scientific services management team meeting. If deemed necessary, a further audit of the area affected will be instigated. Each complaint received will be subsequently reviewed at the management review meeting.

## **9. Retained complaint records**

The completed nonconforming work investigation form shall be retained in an electronic format for a time period of up to 7 years (6 years + current year).