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0 INTRODUCTION

0.1 Scope and purpose

The aim of this procedure is to:

- establish a definition of a complaint so that no ambiguity exists.
- ensure that all complaints are logged and tracked and resolved in a timely manner.
- post resolution ensure an audit is conducted to assess the effectiveness of actions taken.

0.2 Responsibility

All staff are responsible for identifying complaints and following this procedure.

All complaints are to be referred to the Executive Manager, who will determine whether these need to be reported to the Chief Executive.

0.3 References

ISO 17011 Conformity assessment – General requirements for accreditation bodies accrediting conformity assessment bodies, clause 5.9 states:

The accreditation body shall establish procedures for dealing with complaints. The accreditation body shall:

- a) decide on the validity of the complaint;
- b) where appropriate, ensure that a complaint concerning an accredited CAB is first addressed by the CAB;
- c) take appropriate actions and assess their effectiveness;
- d) record all complaints and actions taken;
- e) respond to the complainant

0.4 Definitions

Complaints – can be made about CPA as an organisation, for example, the conduct of its personnel (administrative staff, advisors, assessors), charges levied by the company, the service provided, which does not involve an appeal against a decision as such.

Complaints may also be raised about the organisations accredited by CPA. Any complaint may be made either in writing or verbally.

0.5 Related documents

AP-LAB-AssmHndbk – The Conduct of CPA (UK) Ltd Medical Laboratory Assessments.

QT-CPA-Complaints Log

MI-CPA-Complaint



1. COMPLAINTS

Complaints made against CPA as an organisation:

Some complaints will be received by a telephone call. CPA staff are to be aware of such calls and log them while they are happening. In the first instance the caller will be asked if this is an issue that requires resolution and if so will be asked to submit the complaint in writing in order to avoid any confusion about the content of the complaint. It would be difficult for an audit to be conducted without full written facts. If the caller will not send a written communication then the complaint can only be dealt with on a superficial level at the time.

On receiving a written complaint it will be passed to a senior member of staff who will issue an acknowledgement letter within 5 working days. This will explain that an investigation into the complaint will take place. It is not appropriate to acknowledge such communication by a simple post card.

The person chosen to acknowledge the communication will depend on the nature of the complaint.

The Executive Manager will be informed by that person that a complaint has been received and a record made on the complaints log (QT-CPA-Complaint Log). An audit will be conducted as soon as possible. The Chief Executive will be involved at this stage if the complaint is about the Executive Manager.

A full response will be issued within 20 working days of receiving the complaint. If this cannot be achieved the complainant will be kept informed at each stage of the process.

If the complainant is not satisfied with the response then the whole of the correspondence will be presented to the Professional Advisory Committee (PAC) for their advice.

(See MI-CPA-Complaints instruction sheet).

Complaints made against a CPA accredited Medical Laboratory or EQA scheme:

Some complaints will be received by a telephone call. CPA staff are to be aware of such calls and log them while they are happening. In the first instance the caller will be asked to submit the complaint in writing to the medical laboratory or EQA scheme. If the caller will not send a written communication then the complaint can only be dealt with on a superficial level at the time.

If the complaint is received in writing this will be acknowledged and passed to the Executive Manager. In the first instance the complainant will be asked to deal directly with the relevant medical laboratory or EQA Scheme for a response. The Quality Manager will record the complaint on the complaints log (QT-CPA-Complaints Log).

If the complainant does not wish to deal directly or is not satisfied by the response received then CPA need to make a decision on whether it is appropriate for them to



be involved in the issue. The Executive Manager will consult with the Chief Executive for advice. If it is agreed to proceed with an investigation then CPA require permission from the complainant to use the content of the correspondence in order to begin to construct an audit.

An analysis of complaints will be undertaken to establish the effectiveness of corrective and preventative actions taken at CPA's Annual Management Review.

A report of outstanding complaints will be issued to the Chief Executive every 2 months.