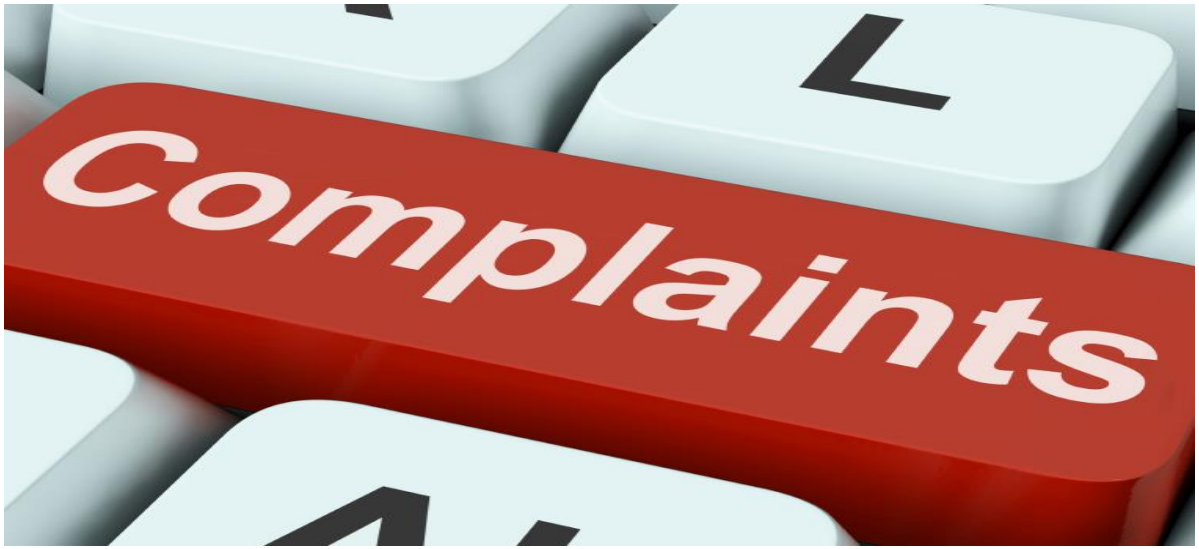
ISO/IEC 17025:2017 Section 7.9 “Complaints”



Presenter: Michael Kramer
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25-July-2022

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ISO/IEC 17025:2017 Section 7.9 “Complaints”

- This webinar is being recorded
- All PJLA webinar recordings and slides are available for download from the Past Webinars section of our website
  - https://www.pjlabs.com/training/pjla-webinars
- All attendees are muted. However, feel free to utilize the questions tab. They will be reviewed at the end of the session.

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ISO/IEC 17025:2017 Section 7.9 “Complaints”

ISO/IEC/17025:2017 places emphasis on this section 7.9.1 – 7.9.7

If a complaint is warranted, these requirements provides an opportunity for the laboratory to determine the root cause of the issue that led to the complaint. That, in turn, can lead to changes that will prevent future reoccurrences of a similar nature.

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ISO/IEC 17025:2017 - 7.9 “Complaints”

As defined in ISO/IEC 17025:2017

3.2 complaint

Expression of dissatisfaction by any person or organization to a laboratory , relating to the activities or results of that laboratory, where a response is expected;

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ISO/IEC 17025:2017 - 7.9 “Complaints”

Customers who complain typically are interested in resolution rather than confrontation. Customer complaints may initially seem unpleasant. But there are benefits to ISO/IEC 17025 accredited laboratories that may only appear when a complaint is received and correctly handled.

For example;
If a customer misunderstands a calibration or testing report, this can provide an opportunity to improve how the presentation of data is being documented. Ideally the improvement will prevent future confusion or misunderstandings when customers are issued the report.

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ISO/IEC 17025:2017 - 7.9 “Complaints”

A good approach to handling a complaint is to keep an open mind in an accepting manner. This may prompt the complaint to relax and continue speaking.

Don't take the complaint personally and react defensively. Do not exaggerate or minimize the complaint. As the complainant speaks, key in on the information (who, what, when, and where) and the impact that the problem is having on the individual

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ISO/IEC 17025:2017 - 7.9 “Complaints”

7.9.1 The laboratory shall have a documented process to receive, evaluate and make decisions on complaints

This means that you’ll have something that outlines the steps for receiving, evaluating, and making decisions on any complaints that come into the lab A documented process outlines the steps necessary to complete a task or process

Ways to document a process may include flow charts, swim lane diagrams, standard operating procedures or , manually, in Excel, or through automated software, Whatever method you adopt for documenting the process, you need to include the minimal requirements specified in 7.6.3.

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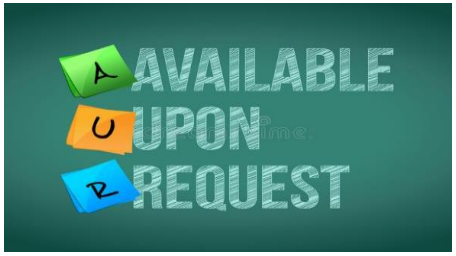
ISO/IEC 17025:2017 - 7.9 “Complaints”

7.9.2 A description of the handling process for complaints shall be available to any interested party on request. Upon receipt of a complaint, the laboratory shall confirm whether the complaint relates to laboratory activities that it is responsible for and, if so, shall deal with it. The laboratory shall be responsible for all decisions at all levels of the handling process for complaints.

If someone asks what your complaint handling process is, you’ll need to make this available. The simplest way to do this is to have it on your website. By dong so an organization can project that your organization cares about how customers experience your service and are open to feedback.



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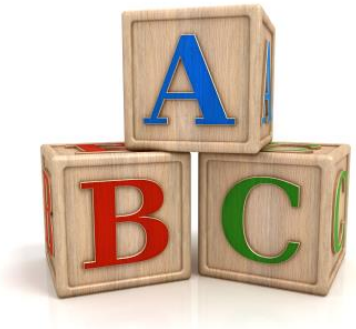
ISO/IEC 17025:2017 - 7.9 “Complaints”

7.9.3 The process for handling complaints **shall** include at least the following elements and methods:

a) description of the process for receiving, validating, investigating the complaint, and deciding what actions are to be taken in response to it;

b) tracking and recording complaints, including actions undertaken to resolve them;

c) ensuring that any appropriate action is taken;



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ISO/IEC 17025:2017 - 7.9 “Complaints”

7.9.4 The laboratory receiving the complaint shall be responsible for gathering and verifying all necessary information to validate the complaint.

In other words, By gathering and verifying information about the complaint, you can determine whether the complaint is valid. The lab needs to assure information received is accurate.

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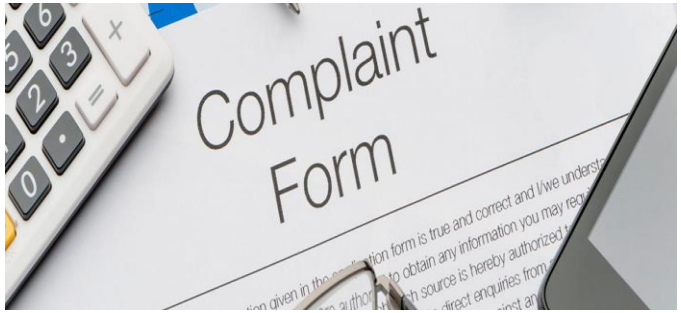
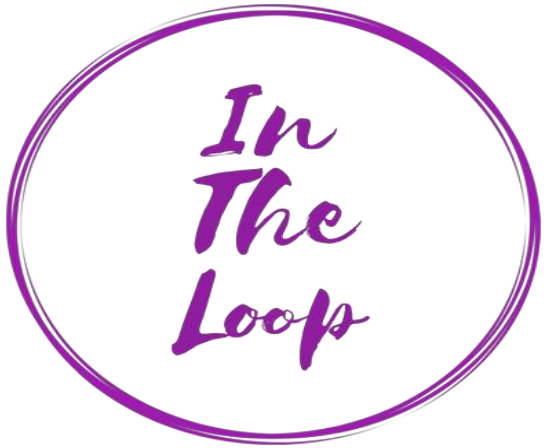
ISO/IEC 17025:2017 - 7.9 “Complaints”

7.9.5 Whenever possible, the laboratory shall acknowledge receipt of the complaint, and provide the complainant with progress reports and the outcome.

Keep the complainant in the loop. Assure then that the complaint has been received and is being investigated. A possible timeframe could be conveyed.





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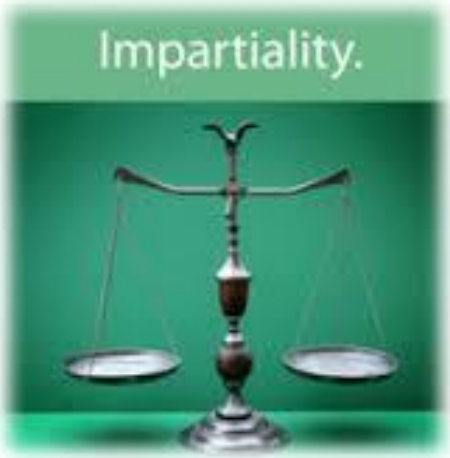
ISO/IEC 17025:2017 - 7.9 “Complaints”

7.9.6 The outcomes to be communicated to the complainant shall be made by, or reviewed and approved by, individual(s) not involved in the original laboratory activities in question.

NOTE This can be performed by external personnel

This should help to assure the complainant that their issue has been independently investigated.



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ISO/IEC 17025:2017 - 7.9 “Complaints”

7.9.7 Whenever possible, the laboratory shall give formal notice of the end of the complaint handling to the complainant.

What about confidentiality ??

Section 4.2 Confidentiality is regarding all laboratory activities**.**

It’s also important to assure the complainant that all information about their complaint and the outcome will remain confidential, in line with your normal laboratory practice and confidentiality policy.

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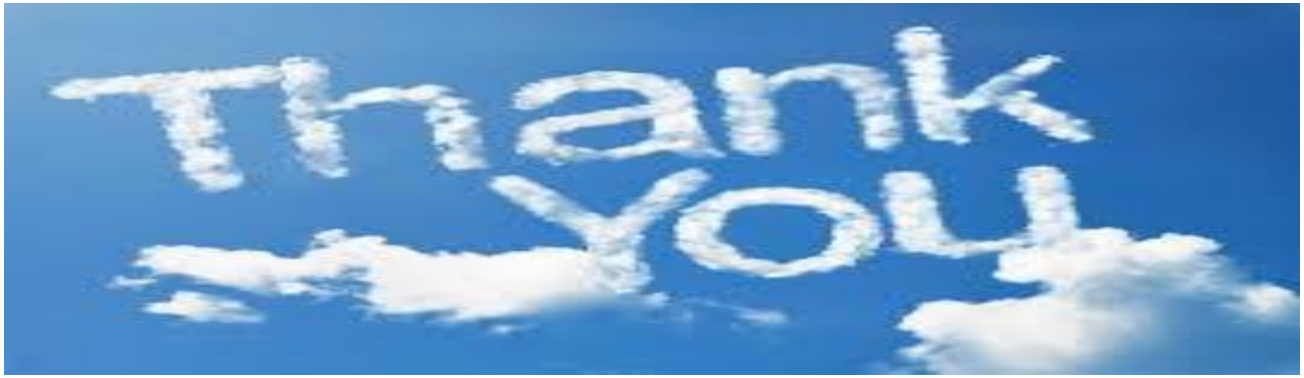

This time is allocated for questions. You should have a space provided for submitting questions.

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If a question is not answered, please submit directly to webinar@pjlabs.com

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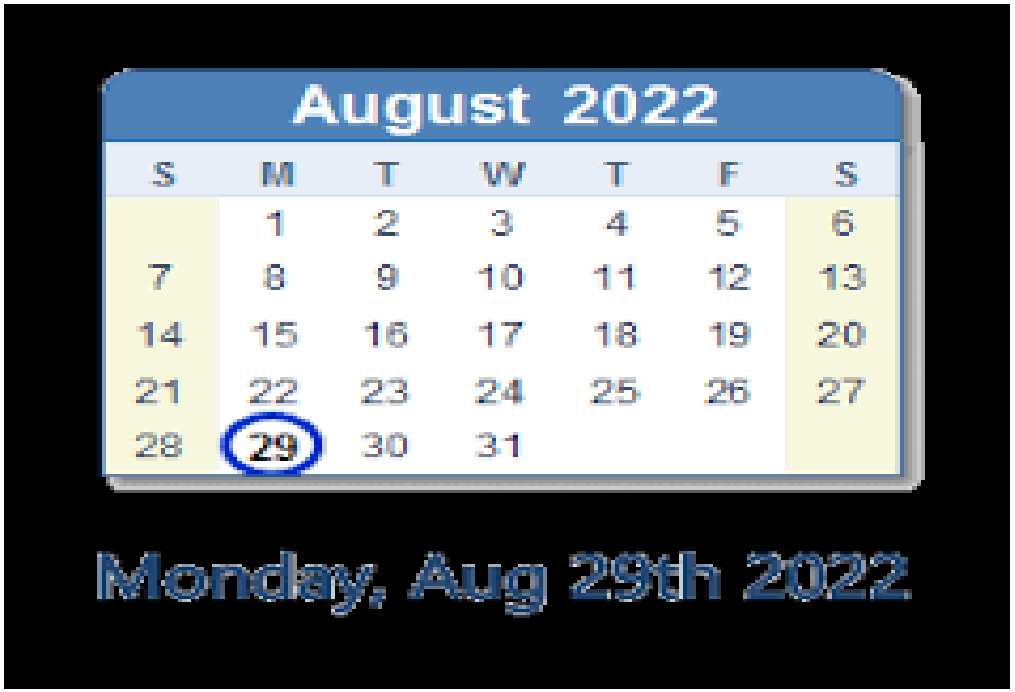
Save the Date

Option A and B as presented in ISO/IEC 17025:2017 along with the Management System Documentation (8.2)



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