

## PRECISA UK COMPLAINT HANDLING PROCESS

Dear Customer,

Wherever possible Precisa UK aim to reduce any possible errors and anomalies with any of the products and services that we supply to our customers.

However errors do occur, and our complaints process details our policy and handling of any complaint that arise from a service activity or product that we supply.

For the sake of definition, we reference the ISO17025:2017 definition of a complaint which states:

“expression of dissatisfaction by any person or organization to a laboratory (in this case Precisa UK), relating to the activities or results of that laboratory, where a response is expected”

When a complaint is received, either by notification from the client or by any other means (such as provided to a Calibration engineer), then a report shall immediately be forwarded to the Quality Manager and details entered onto our Complaints log.

Upon receipt of the complaint and within one working day, an email shall be sent by the Administration team to the customer acknowledging receipt, advise of the Complaint Log number and a reasonable timescale for response to the complaint after consultation with the Laboratory Management.

The Laboratory Management will make sufficient provision for independent investigation in their analysis of the complaint and will report back either via our Customer Service Team or directly to the customer with the appropriate action taken and outcomes in a timely fashion.

We aim to close out a complaint within 5 working days of the complaint being reported.

In the event that the complaint cannot be actioned and resolved within 5 days, regular progress reports shall be communicated to the customer with updates on the resolution of the complaint.

If you or any of your colleagues have any queries about our Complaints procedure, then please do not hesitate to contact either our Customer Services Team or General Manager, Allan Mackenzie.

Best regards,



Allan Mackenzie  
General Manager  
Edinburgh Instruments Ltd. t/a Precisa UK  
Date: 13-01-2020