	Code PR-06-OP	Revision Number 1	Date of entry into force 1 July 2005	Page 1	Of pages 3
Quality Management System – Policy and Programme Support Section					
C O M P L A I N T S					

1. PURPOSE

Establish a flow of actions and information in the case of a complaint.

2. SCOPE

This procedure applies to any complaints by an external or internal customer in whatever way these are expressed.

3. RESPONSIBILITIES

Unit Head

To decide on the acceptance of a managerial complaint

To provide relevant information to the Section Head and the Quality Manager

To inform the customer of acceptance or denial of a managerial complaint

To start a corrective and an eventually necessary preventive action procedure

To send the documentation to the Quality Manager on completion of a managerial complaint

Service Group Leader

To formulate the complaint in writing (if the customer has not already done so)


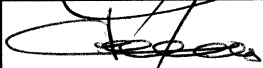
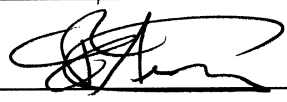


To decide on the acceptance of a technical complaint

To inform the Unit Head of the complaint

To inform the customer of acceptance or denial of a technical complaint

To start a corrective and an eventually necessary preventive action procedure

To send the documentation to the Quality Manager on completion of a technical complaint

	Function	Name	Signature and Date
Authorized	Section Head	K. Mrabit	 2005/07/28
Approved	Unit Head	Pascal Deboodt	 2005.07.28
Approved	Service Group Leader	R. Cruz-Suarez	 2005.07.25.
Approved	Service Group Leader	John Hunt	 2005-07-01
Registered	Quality Manager	J. Zeger	 21 June 2005

Code	Revision Number	Date of entering into force	Page	Of pages
PR-06-OP	1	2002-06-03	2	3
COMPLAINTS				

Quality Manager

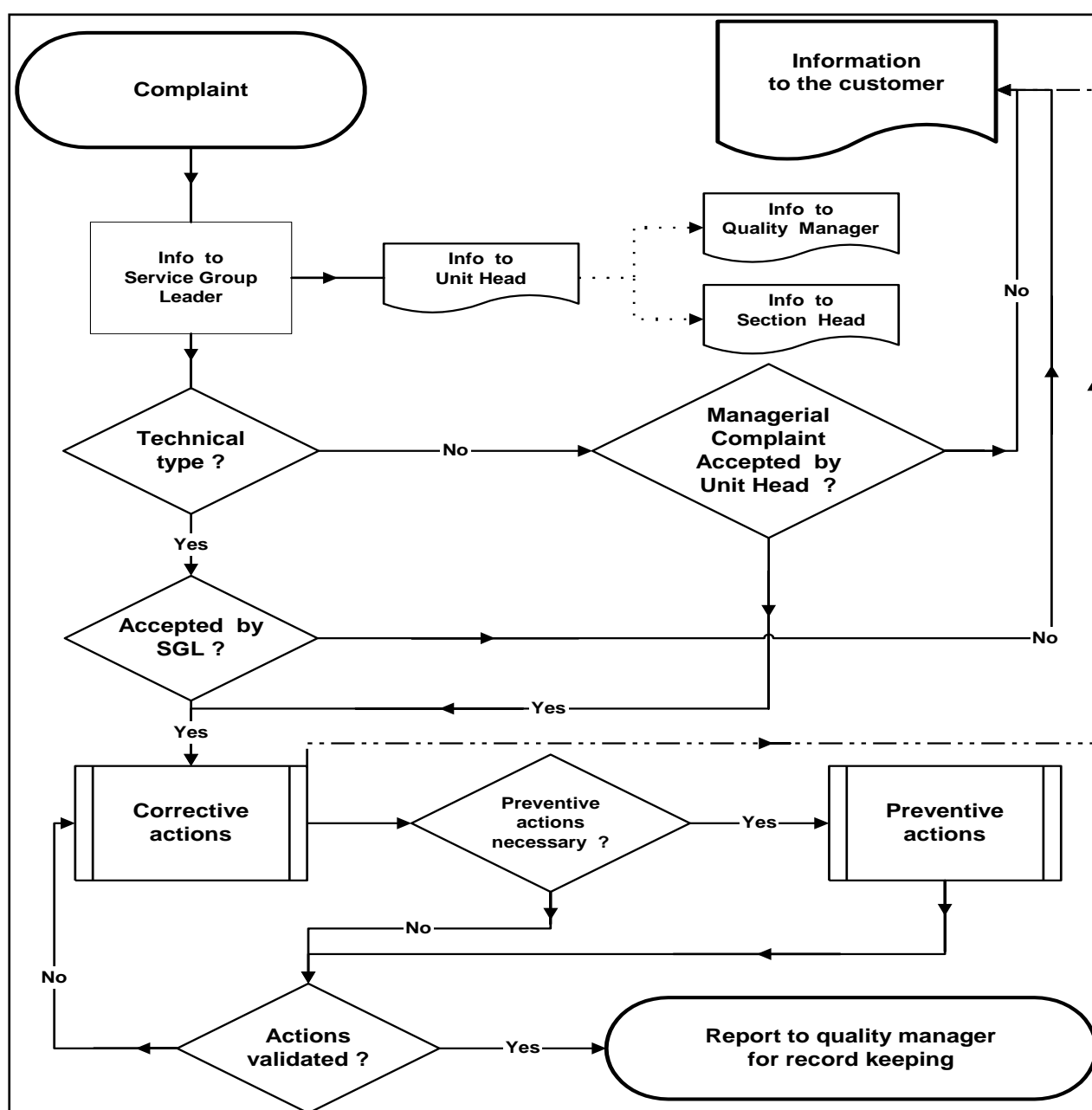
To keep the ensuing records.

Staff

To inform Service Group Leader / Unit Head about the complaint.

4. DESCRIPTION

The procedure is depicted in the flowchart.



Code	Revision Number	Date of entering into force	Page	Of pages
PR-06-OP	1	2002-06-03	3	3
C O M P L A I N T S				

Any complaint by a customer, whether external or internal, must be relayed at once to the responsible **Service Group Leader** for processing, and to the Unit Head, the Section Head and the Quality Manager for information.

The **Service Group Leader** shall decide if the complaint is of a technical nature and if so, he/she should deal with it and inform the Unit Head. If not, the Unit Head will be in charge of resolving the complaint.

In both cases, the responsible person, with the assistance of the Quality Manager of PPSS, shall decide whether the complaint should be accepted. If it is not accepted, the responsible person, after clearance by the Unit Head, shall inform the customer of the reasons for rejecting in writing.

In all other cases, the person responsible will start the procedure for corrective action (see [PR-08-OP](#)) and inform the customer, the Unit Head, the Section Head and the Quality Manager of this fact.

A preventive action procedure (see [PR-08-OP](#)) will be started, if necessary, based on the same information.

Finally, all documentation dealing with a complaint shall be sent to the Quality Manager for record keeping.

5. RECORDS

Records coming out of this procedure are the written complaint (formulated either by the customer or the **Service Group Leader**/Unit Head) and the response of the Section, to be kept by the Quality Manager