



Proficiency Testing

Procedure

PRO-05

Complaints

1. Scope

This procedure applies to all activities covered by HN Proficiency Testing's accreditation.

NOTE: HN Proficiency Testing only has PT schemes using purely statistically derived evaluation procedures. Therefore, according to ISO 17043:2023, HN Proficiency Testing does not handle appeals. Consequently, appeals concerning performance evaluations are addressed as complaints using this procedure.

2. Purpose

The purpose of this procedure is to provide a mechanism for handling complaints both internal and external, as outlined in the *Internal Complaints Policy (POL-05)* and the *External Complaints Policy (POL-08)*.

3. Procedure

3.1 Registration of Complaint

As outlined in the *External Complaints Policy*, it is the responsibility of **any employee** receiving a complaint to document it and forward it to the Quality Manager. It is then the responsibility of the **Quality Manager** to record the complaint in the *Complaint Log* and, if necessary, the *Corrective Action Log*.

As outlined in the *Internal Complaints Policy*, it is the responsibility of the **member of management** receiving the complaint to record the complaint in the *Complaint Log* and, if necessary, the *Corrective Action Log* in case of an internal complaint.

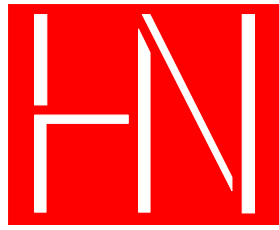
3.2 Resolution of Complaint

It is the responsibility of the **champion** assigned to the complaint in the *Corrective Action Log* to resolve the complaint within the appropriate timeframe, as given in the *Feedback and Corrective Action Procedure (PRO-04)*.

3.3 Communication of Resolution

In case of an external complaint, it is the responsibility of the **Quality Manager** to communicate the resolution of the complaint to the party initiating the complaint. If applicable, the notification shall be in accordance with section 5.8.7.6.5 or 7.7.3 of the Quality Manual.

In case of an internal complaint, it is the responsibility of the **member of management** receiving the complaint to communicate the resolution of the complaint to the party initiating the complaint.



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References

POL-05 Internal Complaints Policy

POL-08 External Complaints Policy

Corrective Action Log

Complaint Log

Feedback and Corrective Action Procedure

Quality Manual Section ~~5.8~~[7.6.5](#) and [7.7.3](#)