Procedure

Any customer feedback received will be reviewed by the laboratory quality management team as well as members of the leadership (as considered necessary) and will be processed as follows[1]:

- When a customer reaches out with feedback of the services provided, whether it is via AT's website, phone or e-mail, a customer feedback form, called *'Customer Feedback Form',* shall be filled out by a staff member. Every member of the personnel can fill out this form. This part of the form is used to collect information on:
    1. The personnel member completing the form
    2. The date of the feedback
    3. The name and contact information of the person/customer providing the feedback
    4. A detailed description of the feedback
- When the form has been completed a notification will automatically be sent to the Quality Manager (QM)
- The QM then shall start the process of handling the customer feedback
    - The QM creates a case folder for the customer feedback, where all documents regarding the feedback are collected
    - The QM then has the duty and responsibility to notify members of the leadership of the feedback received, to ensure that the feedback is assessed and that it is determined if action is necessary/possible. This shall be done either in a monthly CQI meeting or a specific meeting, depending on the type and severity of the customer feedback. This discussion shall be logged in to the meeting minutes and linked to the case folder.
    - Depending on how the customer feedback is handled, the following shall be done:
        1. If the laboratory is <u>unable to make changes</u> based on the customer feedback
            a. The Laboratory Director (LD) is responsible for giving relevant response to the person that gave feedback (either via e-mail or phone)
            b. The LD then is responsible for filling out the form called *'Customer Feedback Response Form'*
            c. When the 'Customer Feedback Response Form' is completed and signed by the LD, it is automatically sent to the QM which is responsible for archiving it in the case folder
        2. If the laboratory is <u>receptive of the customer feedback</u> (i.e., it is seen as advantageous for the overall services of the lab to react to the customer feedback)
            a. The customer feedback shall be translated into a nonconformity
                i. The procedure of nonconformity management can be read in the Nonconformity SOP

b. When the nonconformity following the customer feedback has been solved the LD is responsible for giving relevant response to the person that gave feedback (either via e-mail or phone).

c. The LD is then responsible for filling out the form called *'Customer Feedback Response Form'* and sign it

d. When the *'Customer Feedback Response Form'* is completed, it gets sent to the QM which is responsible for archiving it in the case folder

[1] Investigation and resolution of complaints shall not result in any discriminatory actions. The resolution of complaints is to the extent possible made by, or reviewed and approved by, persons not involved in the subject of the complaint in question. Where resources do not permit this, any alternative approach shall not compromise impartiality.