

Riverview Calibration Services, Ltd.

RCS-70.10-014

Customer Complaint Form

In the event a complaint is expressed by a customer, for whatever the nature or reason, it is Riverviews policy to correct the problem with whatever means necessary. We shall take any steps humanly and economically possible to ensure customer satisfaction. This form shall be used to track and report the complaint and corrective action taken.

Date Received: _____

Company Name: _____

Address: _____

Point of Contact: _____ **Title:** _____

Telephone: _____ **Ext:** _____ **Fax:** _____

Date Serviced: _____ **RCS Project No:** _____ **PO No:** _____

(if complaint deals with on-site issue)

Describe the complaint in detail - (use additional sheets as required)

Background or Research performed:

Corrective action to be taken - (use additional sheets as required)

4.8 Complaints ANS/ISO/IEC 17025:2005(E)

The laboratory shall have a policy and procedure for the resolution of complaints received from clients or other parties. Records shall be maintained of all complaints and of the investigations and corrective actions taken by the laboratory (see also 4.10).

Z540: 16.2 Where a complaint, or any other circumstance, raises a concern regarding the laboratory's compliance with the laboratory's policies or procedures, or with the requirements of this Standard or otherwise concerning the quality of the laboratory's calibrations, the laboratory shall ensure that complaints in those areas of activity and responsibility involved are promptly resolved.

FORM REVISION "F"	Prepared	<i>J. Michael Pennell</i>
Issue Date: 07/98, 03/00, 09/00, 05/2005	Approved	
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		ANS/ISO/IEC 17025: Sections 4.8, 4.11 & 4.12
		2005(E)