



**LABORATORY OF ENVIRONMENT AND
FOOD SAFETY**

LEFS-FOS-009

COMPLAINT FORM

VERSION 1
Date of issue
21/07/2021

N° (number/year):

1-THE COMPLAINT – to be completed by the external parties or laboratory personnel who received the complaint

Date of complaint:

Complaint by:
.....
.....
.....

Contact of the complainant (Contact of the complainant (the person whom the result of the complaint investigation will be sent to):
.....
.....

Description of complaints:
.....
.....
.....
.....

2-COMPLAINT PROCESSING – to be completed by the laboratory personnel

Laboratory: **Area concerned:**

Received by:
Position:
Signature and date

Recorded by:
Position:
Signature and date

Acknowledged by:
Position:
Signature and date

Inform the customer about the handling of the complaint and the estimated time for the response

Attached documents: Yes No

2.1. Evaluation of complaint
Is the complaint related to the laboratory activities/management system?
 Yes → Go to all the step
 No → Go to step 2.3 and close out

Visa:
Signature and date

2.2. Open Non-conformity report, N°:
- Inform the customer about the handling of the complaint and the estimated time for the response.

Visa:
Signature and date

2.3. Closure of the complaint
-Inform the customer about the completion of handling of the complaint.

Visa:
Signature and date

Attached documents: Yes No

Closure date:

Visa Quality manager
Signature and date

Visa Head of laboratory
Signature and date

LEFS-FOS-009 - version 1 du 21/07/2021 / (29/07/2021)