

1. AIM

The goal is to record complaints and requests received from institutions or individuals using our laboratory's services and to establish a standard process for resolving reported dissatisfactions.

2. SCOPE

This procedure involves recording and evaluating complaints, satisfaction levels, and feedback received from those who have received laboratory services.

3. ABBREVIATIONS**4. DEFINITIONS****5. RESPONSIBLE PARTIES**

From receiving complaints and requests to evaluating them and planning the improvement efforts, all employees are involved. *Laboratory Manager* and *Quality Manager* is responsible.

6. ACTIVITY FLOW**6.1. Receiving and Evaluating Complaints**

- ✓ A procedure outlining how all complaints received by our laboratory will be handled is available on our website for relevant parties to access. Personnel involved in all stages of the process, from receiving a complaint to resolving it, are ensured to act in accordance with the principles of impartiality and confidentiality.
- ✓ Complaints received by the laboratory from the complainant may be verbal or in writing. Complainants can submit their complaints via the feedback and suggestions section of the website, by email, WhatsApp, or by phone.
- ✓ *The verbal complaints of the complainant are reported to the relevant unit. The matter is forwarded to the Quality Manager. The Quality Manager records it using the SG.LS.21 Complaint/Request List.*
- ✓ Laboratory staff report their complaints regarding the laboratory verbally or via email to the Quality Manager.
- ✓ Complaints are reviewed, evaluated, and finalized by the Quality Manager, regardless of the subject of the complaint, or by the Laboratory Coordinators for technical matters. If the complaint concerns the Quality Manager or Laboratory Coordinators, it is evaluated by the Laboratory Manager.
- ✓ All complaints and expectations submitted to our laboratory are taken seriously. All complaints, whether written or verbal, are evaluated.

- ✓ Complaints are received, investigated, evaluated, and resolved by the Quality Manager according to the Complaints Receiving and Evaluation Process Flow Chart. The Quality Manager may intervene, if necessary, during the investigation, evaluation, and resolution phases of a complaint. *Laboratory Manager* The complaint is reviewed by a representative. To determine the validity of the complaint, a preliminary assessment is conducted by examining the relevant documents and records to ascertain whether the complaint pertains to the service received. If the preliminary assessment indicates that the complaint is related to laboratory activities, the complaint is accepted. Otherwise, the complainant's complaint is not processed. In both cases, the complainant is informed. Complaints are recorded in the Complaint/Request List, and written or verbal notification is provided within a maximum of one week regarding the handling of the complaint. Records of this notification are also noted in the Complaint/Request List.
- ✓ Actions are planned in response to the complaint, and corrective actions are initiated according to the nonconformity management process to prevent recurrence. Once the complaints are closed, the records are kept by the Quality Manager.
- ✓ If necessary, the complaint is finalized taking into account the opinions of the laboratory management. The staff managing the complaint process formulates our laboratory's opinion based on the decision made, and the responsible staff member provides written information to the complainant.
- ✓ Complaints should be resolved, reviewed, and approved by individuals not directly involved in the subject of the complaint; feedback should be provided to the complainant regarding the outcome. Where resources do not permit this, alternative approaches must maintain impartiality.
- ✓ If resolving the complaint will require a lengthy process, the complainant will be informed through interim assessments/reports as the complaint is resolved, to the extent of their involvement.
- ✓ If, as a result of the evaluation, the work needs to be withdrawn or stopped, the staff handling the complaint process will explain this in the written response sent to the complainant and arrange for the work to be repeated.
- ✓ In the event of renovations in our laboratory, equipment malfunctions, or delays in analyses, the complainant will be informed in writing through all communication channels.
- ✓ In our laboratory, complaints are evaluated according to the Complaint Receiving and Evaluation Process Flow Chart.
- ✓ The investigation and resolution of complaints should not result in any discriminatory practices.

6.2. Resolving Complaints and Requests Received from Institutions

6.2.1. Complaints reported by telephone.

Our laboratory generally receives complaints and suggestions regarding the following issues:

- The original patient results sent to the institutions either did not arrive or arrived late.
- Communication problems,
- The loss of samples,
- Mixing up the samples,
- Missing test entry,
- Complaints regarding courier and cargo personnel,
- Incorrect or incomplete entry of patient names,
- Problems encountered in obtaining results in the LBYS connection,
- Problems experienced in the shipment of supplies and bags.,
- *Delays in final reports*

Our laboratory receives complaints primarily concerning the issues listed above, as well as other potential issues. Complaints and suggestions received from institutions via telephone are forwarded to the Quality Manager by Patient Admission/Secretariat Staff and employees. Complaints that are recorded are forwarded to the Quality Manager by the staff member who received the complaint. The Quality Manager then reviews the received complaint. *Laboratory Manager* The complaint is communicated and a plan for a solution is made. The Quality Manager informs the institution official who filed the complaint that their complaint has been recorded, that work has begun on it, and that they will be informed again if necessary when it is resolved, on the same day.

If the situation that is the subject of the complaint is a non-conformity, action will be initiated according to the non-conformity practice after the necessary evaluations. The status of the complaint or request... *Laboratory Manager* Information is communicated. The Quality Manager or relevant responsible party will inform the complainant via telephone or written email about the complaints and requests for which improvement efforts have been completed. Records of the work done are kept by the Quality Manager.

6.2.2. Suggestions and Complaints Received During Customer and Patient Visits

Personnel conducting institutional visits relay suggestions and complaints obtained from institutional officials during the visits to the Quality Manager. Improvement activities to be carried out in response to complaints and suggestions received. This is done according to the non-conformity management

procedures, and the results are followed up and communicated to the institution or person from whom the complaint or suggestion originated, either by phone or in writing (email).

6.2.3. Internet Complaints Received Through the Mean

Another method of receiving complaints and suggestions from complainants is...www.sapiens.com.tr *You can submit your complaint through the Feedback & Suggestions section located in the Contact area on the website.* Complaints or suggestions received by the laboratory are forwarded to the Quality Manager. The actions to be taken as a result of the received complaint or request are carried out as described above.

6.2.4. Analysis of Customer and Patient Complaints

In our laboratory, complaints/requests are recorded using the Complaint/Request Form and tracked using this form. These requests are analyzed annually by the Quality Manager. They are evaluated at Management Review (MR) meetings, and necessary improvement efforts are implemented.

7. RELATED DOCUMENTS:

SG.LS.21 Complaint/Request Form

SG.SAK.09 Complaint Receiving and Evaluation Process Flowchart

SG.FR.26 Customer Satisfaction Survey Form