1. PURPOSE

The purpose of this procedure is to ensure that complaints received by the Vortex Dynamics laboratory are handled in a fair, prompt, impartial, and traceable manner; to guarantee to the complainant that the process is conducted transparently; and to ensure compliance with the requirements of ISO/IEC 17025:2017 Clause 7.9.

2. SCOPE

This procedure covers all complaints submitted to the laboratory by customers, regulatory bodies, or other interested parties. Complaints may include all processes of laboratory services (testing, reporting, conduct, communication, impartiality, etc.).

3. TERMS AND DEFINITIONS

- **Complaint:** A notification submitted by an individual or organization expressing dissatisfaction with laboratory activities.
- **Complainant:** The natural or legal person submitting the complaint.

4. IMPLEMENTATION

4.1 Complaint Channels

Complaints may be submitted to the laboratory through the following methods:

- Email or written application
- By phone
- Complaint form submitted through the laboratory's official website

The "Complaint Process" section on the website provides clear information to the applicant about how the complaint will be handled, how confidentiality will be ensured, and how the process can be tracked.

4.2 Recording the Complaint and Responsibilities

Before accepting the complaint, the laboratory verifies whether the complaint is related to the organization's activities and whether the complainant is connected to the matter. During the validity assessment of the complaint, supporting information or documents may be requested from the complainant when deemed necessary. These requests are made to increase transparency and evaluability of the process and to ensure that complaints are not arbitrary or unfounded.

All complaints are recorded using the **VD-FR-21 Complaint Form**. Complaints are numbered for the relevant year starting with **VDC-YYYY-01**. (For example, the first complaint of 2025 is coded

as **VDC-2025-01**.) A preliminary evaluation is carried out no later than **7 business days** after receipt of the complaint.

- The **Technical and Quality Responsible (TQM)** is responsible for managing and tracking the complaint.
- However, if the subject of the complaint is directly related to laboratory activities (test, equipment, personnel), final responsibility for evaluating and deciding on the complaint lies with the **Laboratory Manager (Lab Director)**.
- In both cases, the laboratory is responsible for all decisions made during the complaint-handling process.

4.3 Impartiality and Confidentiality

No personnel involved in handling the complaint may be a party to the complaint. If objectivity may be in doubt, another staff member or an external observer is assigned. All complaint records are stored in accordance with confidentiality principles.

4.4 Evaluation and Feedback

After the complaint is verified, the complainant is provided feedback in sequence including the following information:

- Confirmation that the complaint has been received
- The evaluation process and timeline
- The decision made and any corrective/preventive actions, if applicable
- Closure notification

Complaints are closed within **30 business days**; however, this period may be extended in justified cases such as inability to obtain required responses or delays in evidence. When a complaint is closed, the relevant records are stored digitally and follow-up is reviewed annually.

5. RELATED DOCUMENTS

- **ISO/IEC 17025:2017 Clause 7.9**
- **VD-FR-21 Complaint Form**
- **Website – Complaint Process Page**

6. REVISION TRACKING TABLE

Revision No	Date	Revision Description
00	07.04.2025	Initial release