

FORENSIC SCIENCE LABORATORY

COMPLAINT/FEEDBACK HANDLING MECHANISM

The FSL can receive complaints and feedbacks in writing via complaint/feedback form available on its website and at the FSL Reception Area; by phone, fax, e-mail, post mail and complaint/feedback boxes at the FSL Reception Area.

Complaints are also received through our **Customer Satisfaction Measurement Survey** which is run on an annual basis.

The procedure applies as follows:

- Complaints and feedbacks are received and registered accordingly at the FSL.
- An acknowledgement is sent to the complainant (if the complaint is not anonymous).
- The FSL firstly establishes whether it is a complaint or feedback.
- If it is a positive feedback, it is then used by Management as input for improvement of the system.
- For complaint and negative feedback, an investigation into the root cause is carried out by an assigned personnel independent of the area of complaint concerned.
- If complaint is not justified, reasons thereof are communicated to the complainant.
- If complaint is justified, the root cause is reviewed and corrective actions are proposed.
- Management ensures the implementation of the corrective actions.
- Complainant is informed of actions taken.
- Management follows up on actions implemented and monitors trends of complaint/feedback to ensure there is no reoccurrence.