

## **Customer complaints**

**1.1** All customer complaints received into CEI are investigated, as defined in this specification, by the General Manager. The General Manager shall confirm whether the complaint relates to inspection activities for which is it responsible and if so, who shall deal with it, or for testing activities. Appropriate action is taken which may include halting work and withholding reports or certificates until the non-conformance is cleared.

**1.2** The customer is contacted not less than two working days after the complaint has been received.

**1.3** It is the responsibility of the General Manager, on receipt of a customer complaint, to audit the relevant area of activity or responsibility if this is deemed necessary. This audit is carried out within three working days of the notification of the complaint.

**1.4** The audit is carried out using the procedures and documentation specified in **Quality Procedure 04, "Internal Quality Audit"**, which includes actions to be taken when audit findings cast doubt on the correctness or validity of CEI test results.

**1.5** The customer is advised, in writing, of the outcome of the investigation and of any corrective actions arising from the investigation.

**1.6** All files concerning customer complaints, including the results of the investigation and corrective actions where applicable, are held by the General Manager