

Q25 – FEEDBACK WITHIN CALA PROGRAMS

Revision 5.01

August 21, 2024



CALA
Trust, measured accurately

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1.0 POLICY

CALA will actively seek feedback from its customers, members and interested parties.

Records of feedback are maintained for both positive and negative feedback, and especially in those cases where the feedback poses a high risk to CALA's services and reputation.

CALA will respond to all feedback in a timely manner. Complaints will be handled as expeditiously as feasible given the nature of the complaint.

Investigation and decisions on complaints shall not result in any discriminatory actions against the complainant.

CALA will treat and maintain as confidential, all feedback received in the form of a complaint. A complaint by a customer or interested party will not be released to any third party without the consent of that customer or interested party.

2.0 DEFINITIONS

Compliment: Any written expression of satisfaction or congratulations concerning any aspect of CALA.

Complaint (*ISO/IEC 17011, clause 3.20*): Any expression of dissatisfaction, other than appeal, by any person or organization to CALA relating to the activities of CALA or an accredited laboratory, where a response is expected.

Complainant (*ISO 10002:2018*): Person, organisation or their representative making a complaint.

Feedback (*ISO 9000:2015, 3.9.1*): Opinions, comments and expression of interest in a product, a service or a complaints handling process.

3.0 TYPES OF FEEDBACK

Program Feedback: CALA receives written feedback within all CALA programs. Periodically, CALA sends surveys to its clients. Additionally, the following feedback mechanisms are used within programs:

- Accreditation Program. Assessed laboratories submit Site Visit Evaluation forms to CALA following site visits. This feedback is tracked and reviewed by the accreditation manager and the resulting information used within the accreditation program. As well, feedback obtained from monitoring forms or Lead Assessor Evaluation forms is handled and tracked with the individual.
- Training Service. Training participants provide feedback to CALA at the end of each training course. This feedback is tracked and reviewed by the Training Manager and the resulting information used within the training program.
- Other Surveys. CALA periodically issues membership satisfaction surveys, training needs surveys and other instruments to acquire feedback on the operation of CALA programs. These ad-hoc mechanisms acquire information that is tracked and acted upon by CALA program staff. Records of their implementation and use are contained in management meeting minutes, management review minutes and other similar records.

All other feedback to CALA follows the procedures contained in this procedure and is acquired, tracked and acted upon accordingly.

Compliment: CALA receives a written compliment about a condition or the conduct of an organisation such as CALA itself, a laboratory accredited under the CALA accreditation program. Compliments are acquired and tracked in the CALA Feedback Log. Compliments may be forwarded to the recipient's manager or the President & CEO (hereinafter referred to in this document as the CEO).

Complaint: Complaints received by CALA are an indication that a problem may exist which has been perceived only from the outside.

In general, complaints include written communication expressing dissatisfaction with a CALA service, policy, procedure, conduct, or some similar aspect of the operation of a laboratory that participates in one of the CALA programs. Complaints may also be received verbally and need to be recorded by staff. Persons providing feedback may contact CALA staff directly or use the general contact us feature (info@cala.ca) on the CALA website.

4.0 COMPLIMENTS AND COMPLAINTS

4.1 Action upon Receipt

Compliments and complaints received by CALA staff shall be entered directly in the Feedback log (located at CALA server/Quality System/Feedback) by the person receiving the feedback and the Quality Manager notified.

CALA staff members receiving a complaint shall acknowledge receipt.

If it is impossible to resolve a complaint immediately (within three working days), or if it is necessary to refer it to another staff member for resolution, the staff member who received the complaint should report this to the Quality Manager. Where a complaint cannot be resolved within 10 days, a progress report should be provided to the complainant.

In the event of a significant complaint, staff shall immediately report it to their manager or CEO, whether or not they are able to resolve the complaint immediately. Significant complaints are those that pose a high risk to the public image of CALA or call into question, the integrity or credibility of any CALA program.

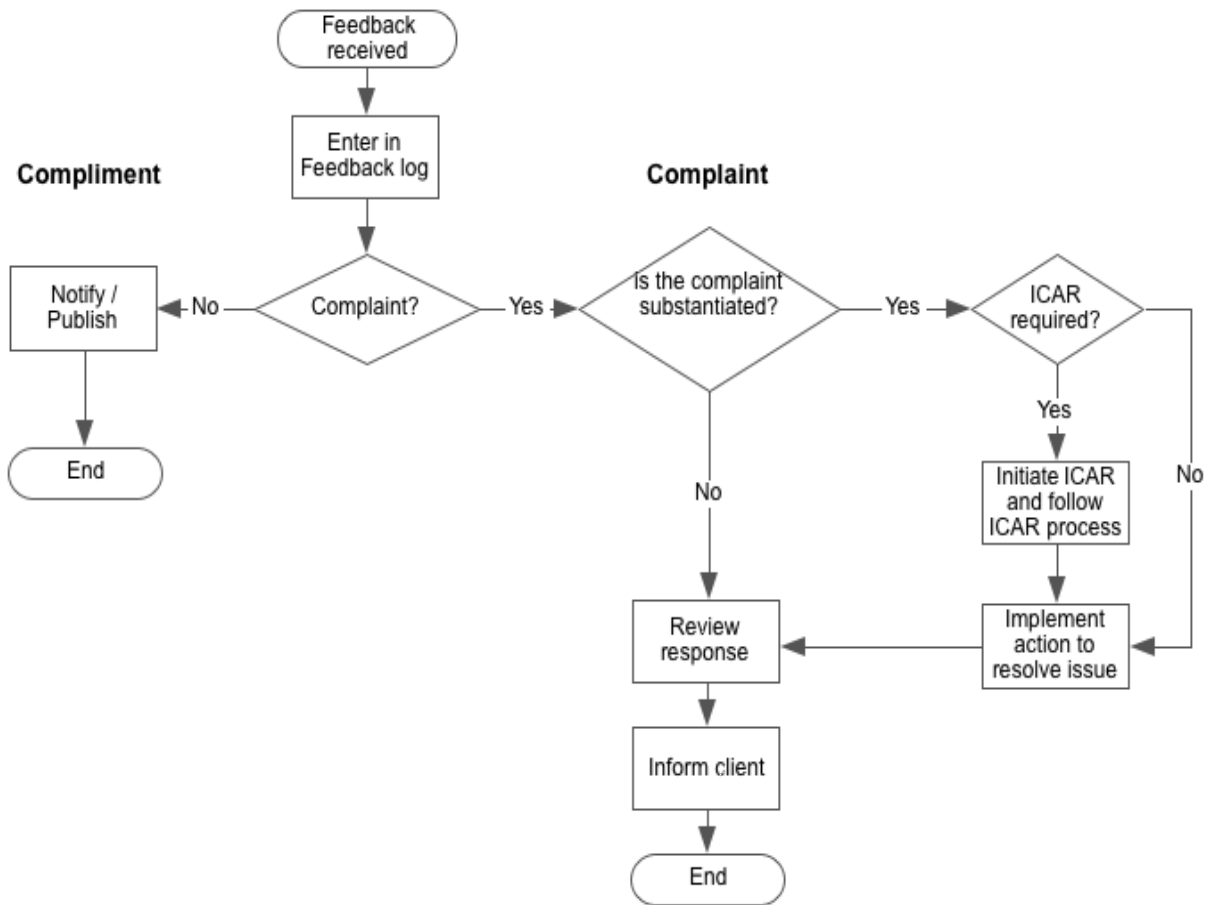
If a complaint received relates to a CALA-accredited laboratory or another organization, the complaint may be forwarded to that laboratory organization for their action or information, provided this action is appropriate and agreed to by or complainant.

The Quality Manager will review all feedback entered in the feedback log.

The Feedback Log will include at a minimum:

- Feedback number, year and number format (e.g. 2016-001, etc.)
- The date the complaint was received,
- The originator of the feedback
- The issue,
- The employee assigned to investigate/resolve/follow up,
- Summary of the resolution.
- ICAR no. where applicable
- Link to supporting documents/emails.

4.2 Process Flow



4.3 Investigation and Adjudication of Complaints

4.3.1 Initiating an Investigation of a Complaint

The Quality Manager notifies the Manager of the CALA program affected by the complaint for investigation and development of potential solutions, unless there is a risk to impartiality to do so.

In carrying out the investigations, the investigator should consider the following:

- Has the complaint been substantiated?
- Is the credibility of the applicable CALA program affected?
- Was there a breach of CALA Policy/Procedure?

Any yes answers to these questions require some action from CALA.

If the investigation of the facts substantiates the complaint, the investigator shall develop potential solutions to resolve the complaint.

If the facts identify any weakness, shortcoming or non-conformance of the CALA management system, an ICAR is to be raised to address it. See *Q24 – Continuous Improvement*.

The investigator shall ensure confidentiality is maintained while investigating the issues with respect to complaints. Where possible, obtain information from other sources without revealing any source of complaint or the identity of the organisation or person named as the object of the complaint.

4.3.2 Resolution of Complaint

The Quality Manager reviews any suggested solutions with the Manager of the affected CALA program for implementation of the suggested solution; the selected solution and actions taken are recorded in the Feedback log.

The decision to be communicated to the complainant is made by or reviewed by a CALA staff member not involved in the activities in question.

The complainant is formally notified in writing of the decision made, and the Quality Manager closes the complaint in the Feedback log.

5.0 FORMS AND LOGS

The forms and logs associated with this procedure are:

- F04 – Feedback Log.

6.0 REVISION HISTORY

Revision Number	Revision Date	Nature of Revision
5.1	August 21, 2024	Updated frequency of client survey. (Section 3.0) Clarified closure of complaint responsibility. (Section 4.3.2).
5.0	March 19, 2020	Section 1.0 Removed principles and Updated policies
		Section 2.0 Removed definitions for dispute. Added definitions for complainant and feedback
		Modified wording throughout. Modified document formatting requirements for new branding.
		Section 4.2 – Added new process flow chart.
		Section 6.0 – Added revision requirements.