

Public policy on complains

As a policy, all complaints and appeals from the customer, regardless of gravity, must be documented and answers must be submitted in writing to the customer within two weeks.

Complaints and appeals about the work from customers or other stakeholders must be documented and done according to the following procedure (process):

- The person who receives a complaint or an appeal writes down what the complaint refers to when it comes to us and from whom it comes.
- If the complaint and appeal can be resolved directly with the customer, this must be done. However, the complaint and its corrective action must nevertheless be submitted to the technical director afterwards for archiving.
- A written confirmation that a complaint or an appeal has been received shall be sent to the complainant. If the complaint is received orally from the customer this is not considered necessary, but it is then noted that this was done orally in place in the documentation that is saved for the complaint.

The complaint or the appeal is investigated by the technical director to assess its scope and propose appropriate action. The action at least shall contain the following:

- Evaluate the significance of the nonconforming issue.
- Decide the time frame based on the serious level.
- Decide about the possible effect on the performance of the processes.
- Decide on how the participants in the proficiency scheme shall be informed.

Examination and decision in the case must be taken by a person who has not been involved in the current assignment. This is normally made by the chief accountant.

When the complaint and the appeals concern more technical things SMQ asks for help from a contact at a cooperating company and these persons must then always have signed an agreement on confidentiality, so no information regarding the complaint or assignment is cleared to unauthorized persons.

Decisions in the complaint or appeal must be notified in writing to the complainant.