# A&T FOOD CONTROL LABORATORY
# COMPLAINT HANDLING FLOWCHART

## Receiving the Complaint

- Complaints can be submitted to our laboratory verbally or in writing (email, letter, etc.) by filling out the Complaint Form (13.F.01.01) on our website. The customer is informed that the complaint has been received.

## Evaluation of the Complaint

- Complaints received are evaluated by people who are not related to the complaint, but who have control over the process.
- Brainstorming during evaluation, fishbone diagram, Cause-Effect Analysis, Scoreboard, Table creation etc. The cause of the complaint is tried to be determined by using techniques.

## Finalization of the Complaint

- If it is concluded that the complaint is caused by an incorrect application of the laboratory, corrective action is initiated according to the Corrective Action Procedure together with the Department Responsibles who are the subject of the complaint. The customer is informed about the subject.
- If the reason is not caused by the laboratory, feedback is given by returning to the customer immediately.