

KP ACOUSTICS RESEARCH LABS

COMPLAINTS POLICY

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1. Policy

It is the policy of KP Acoustics Research Labs to respond immediately to any complaint received, to implement its complaint procedure and to provide a response to the complainant in a timely manner.

2. Submission of Complaints

KP Acoustics Research Labs accepts complaints that have been submitted in writing (including by email) and that are supported by appropriate documentary evidence. Actions may, at the discretion of the Managing Director, be initiated following a verbal complaint but no formal response will be issued until written notification has been received.

3. Receiving a Complaint

It is the responsibility of any member of KP Acoustics Research Labs receiving a complaint to immediately bring it to the attention of the Quality Manager. Receipt of a complaint will be immediately acknowledged in writing and an indication of the anticipated response time will be provided.

4. Investigating Officer

The Quality Manager is responsible for identifying a suitable individual to act as 'investigating officer' for the complaint. On completion of any action the 'investigating officer' is responsible for providing a written report, accompanied by any relevant documentation, to the Quality Manager who prepares a report for the Managing Director. It is the responsibility of the Managing Director to report the outcome of the investigation, in writing, to the complainant. If the complaint is against the Managing Director then the Quality Manager is responsible for reporting the outcome of the investigation to the complainant and to the Managing Director.

5. Complaints Process

Receipt of any complaint is recorded in the Complaints Register (Form 006) maintained on the electronic system by the Quality Manager. The Quality Manager is responsible for monitoring the progress of the complaint and for keeping the complainant informed if any delay in the process is anticipated. The Quality Manager is also responsible for acknowledging that the complaint has been received and for providing the complainant with an indication on when they should expect a reply concerning the outcome of the KP Acoustics Research Labs investigation.

A complaint will typically require between 24 and 48 hours to fully address, then we would need to resolve the issue so a formal response should normally be expected within 5-7 working days and then handled appropriately thereafter. If investigation of the complaint is not going to be completed within the anticipated timescale then the Quality Manager is responsible for informing the complainant that this is the case and to advise of any revised completion date. If the investigation is likely to take more than one month then the Quality Manager is responsible for providing interim reports to the complainant.

6. Investigation of Complaint

An 'investigating officer' is appointed and provided with the submitted complaint and any supporting documentation. The 'investigating officer' will examine the evidence provided, identify the appropriate avenues of investigation and conduct the investigation. On completion of the investigation the 'investigating officer' will submit a written report to the Quality Manager. The report shall contain all necessary information and refer to any documentation examined during the course of the investigation.

7. Effect on Other Parties

If the 'investigating officer' is at any time concerned that other customer's work may have been, or may in the future, be affected then they should notify the Quality Manager immediately of their concern.

8. Quality System Audit

Where investigation of the complaint raises concerns about aspects of the quality system the Quality Manager may initiate an additional audit activity in accordance with the audit procedures in section 14 of the Quality Manual.

9. Reporting

The Quality Manager provides a report to the Managing Director who notifies the complainant of the outcome of the investigation.

10. Resolution of Complaints

KP Acoustics Research Labs will endeavour to resolve all complaints to the satisfaction of the complainant but reserves the right to bring an investigation to a conclusion when it believes that all reasonable actions have been taken. In such cases the complainant is notified of their right to take the matter further (eg through contacting the accreditation body).

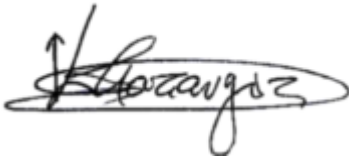
11. Records of complaints and outcomes

Records of the complaint, any subsequent investigation and the report of the outcome are retained in the 'Complaints File'. The records include copies of, or appropriate references to, the material examined by the investigating officer.

12. Quality Manual

The 'Complaints' section of the KP Acoustics Research Labs Quality Manual is available to interested third parties on request.

Signed



Kyriakos Papanagiotou

Date 26th July 2021

Director and Founder KP Acoustics Group