

COMPLAINTS PROCEDURE - SUMMARY

The LCM Laboratory is keen to continually improve the services it offers customers. We welcome any suggestions, or opportunities for improvement, made via directly either email (laboratory@lesscommonmetals.com) or on our standard customer feedback form.

We recognize that there are times when things go wrong, and all complaints made to the laboratory (whether on the customer feedback form or by other means) will be formally handled and actioned through the LCM ISO9001 Quality Management System Nonconformance and Corrective Actions Procedure (QEP/10.2). For the information of our customers, an outline of this procedure is given below:

- A Non-Conformance Report form (NCR form) will be raised in line with the LCM ISO9001 Quality Management System Non-Conformance and Corrective Action Procedure (QEP/10.2).
- Receipt of the complaint will be acknowledged by email/phone call to the customer within one working day. The unique NCR reference number will be quoted for traceability.
- The customer will be informed of the process by which complaints are handled and an estimated timescale for completion of the investigation.
- Customers have 30 calendar days to contest any analytical results (see Terms and Conditions of Sale) for retesting.
- Investigations will be undertaken to identify the root cause and appropriate corrective and preventative measures. These will be reviewed for:
 - Technical adequacy– by the Senior Analytical Chemist
 - Effectiveness– by the Quality & Environment Manager
- The complaint and the NCR conclusions will be finally reviewed by CD, prior to the outcome being communicated with the complainant.
- The complainant can request updates at any time during the process.
- The Laboratory is committed to dealing with complaints in a timely manner.
- A copy of this complaints' procedure will be available to interested parties on the Laboratory website.