

## PR-7.9 COMPLAINT RESOLUTION

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| Document | Name and surname, function             | Signature                                                                            | Date        |
|----------|----------------------------------------|--------------------------------------------------------------------------------------|-------------|
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## 1 SUBJECT MATTER AND SCOPE

The purpose of this procedure is to define the activities related to the procedure for resolving complaints received from interested parties, both to the service provided, including test results, and to other elements of the laboratory's activities (communication, resolution of procedures of interest, etc.), as well as to determine the responsibilities and authorities for the execution of these activities. This Procedure is applied in

"Unispektrum doo", Fuel Control Laboratory, Cetinjska No. 2, 81000 Podgorica (hereinafter the Laboratory).

This procedure is provided to the service user upon request. The laboratory is responsible for all decisions during the implementation of the complaint handling process. The procedure is applied by employees who have direct contact with the complainant, and the Laboratory Manager is responsible for its application.

## 2 DEFINITIONS AND ABBREVIATIONS

**Objection** - an expression of dissatisfaction of any person or organization sent to the laboratory in connection with the activities or results of that laboratory, to which a response is expected (MEST ISO/IEC 17025:2017 t.3.2).

## 3 LINKS TO OTHER DOCUMENTS

- MEST ISO/IEC 17000:2023 Conformity assessment – Vocabulary and general principles,
- MEST ISO/IEC 17025:2018 General requirements for the competence of testing and calibration laboratories,
- PR-7.10\_8.7, Management of non-compliant work and corrective measures,
- PR-8.9, Review by management.

## 4 RESPONSIBILITY AND AUTHORITIES

Responsibilities and powers are defined by appropriate decisions and solutions for personnel engaged in the Laboratory, the Rulebook on the organization and systematization of work, contracts and annexes to employment contracts.

This procedure must be known and implemented by all employees participating in the implementation of the described procedure in point 5 of the document.

The head of the Laboratory is responsible for the implementation and application of this procedure.

## 5 DESCRIPTION OF ACTIVITIES

### 5.1 Receipt of complaints

A complaint as a written or oral expression of dissatisfaction of an interested party with the service provided, or certain elements of business activities (e.g. communication with clients, receipt of samples, etc.) is considered acceptable and credible if it is supported by evidence and/or reasonable arguments. If the complaint in written form is not clear and supported by sufficient arguments, the Laboratory Manager

contacts the complainant in order to clarify ambiguities or obtain additional information, while confirming the receipt of the complaint. If it is a verbal expression of dissatisfaction, the employee who made contact with the dissatisfied person is obliged to refer him to the head of the Laboratory.

At the user's request, the Laboratory submits by e-mail Procedure **PR-7.9 Resolving complaints**, which describes the entire way of dealing with complaints.

## 5.2 Review and resolution of complaints

After determining that the complaint relates to the activities of the Laboratory and obtaining sufficient information necessary for considering it, the head of the Laboratory enters the complaint in **the PR-7.9/O-1 Register of Complaints**.

The Head of the Laboratory considers the complaints and assesses whether they are justified or not. In this context, the allegations from the complaint are compared with the elements related to the test method used, the method of reporting, the result of the test, the deadline for the service, and the flow of the sample through the laboratory from reception, testing to the issuing of test reports, as well as all other details that are essential for resolving complaints. The results of the review are entered in **the PR-7.9/O-1 Register of complaints**, and if the analysis shows that the complaint or expressed dissatisfaction of the client is justified, the head of the Laboratory establishes a formalized non-conformity and further action is taken in accordance with the procedure **PR.7.10\_8.7 Management of non-conforming work and corrective measures**.

If, after checking the allegations and inspecting the relevant records, it is established that the complaint is unjustified, the head of the Laboratory informs the user immediately after the review. Also, if the complaint is justified, the head of the Laboratory successively informs the service user about the process of resolution and the final result of the resolution of the complaint in writing, no later than 10 days from the day of receipt of the complaint.

If the complaint refers to the head of the Laboratory, he will be excluded from the complaint resolution process, which will be implemented by the Executive Director.

## 6 DOCUMENTATION

In applying this procedure, the following records are used and generated:

| Record name         | Label      | Storage location       | Storage time | Form       |
|---------------------|------------|------------------------|--------------|------------|
| Complaints register | PR-7.9/O-1 | on the location server | permanent    | electronic |

## 7 ATTACHMENTS

There is none.

## 8 LIST OF CHANGES

| Issue/<br>Revision Number | A brief description of the content of the<br>records change                                                                                                                                                       | Release<br>date/<br>changes | Created or modified by: | Reviewed by: |
|---------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|-------------------------|--------------|
| 1/0                       | Original document                                                                                                                                                                                                 | 27.08.2025                  | Aleksa Lazarevic        | Milena Zizic |
| 1/1                       | Amendment of the document in accordance with the Ordinance on Amendments to the Ordinance on Internal Organization and Systematization of Workplaces of the Limited Liability Company, Unispektrum" doo Podgorica | 03.09.2025.                 | Milena Sutovic          | Milena Zizic |