

## **COMPLAINTS ABOUT DQS SERVICES**

Any complaint received will be sent to the appropriate manager for immediate review to ensure the complaint is acknowledged within 48 hours. After the investigation, the assigned individual will document all available facts, which lead to a conclusion regarding the complaint's validity.

If the complaint is determined to be valid, it will be processed in accordance with section 6. The results of the investigation and the corrective action plan are to be communicated to the complainant. A copy of this communication or confirmation of this communication is not in writing is to be attached to the NC. If the complainant is not satisfied with the results of the investigation and DQS's corrective/preventive actions, and the regional management cannot come to an agreeable solution with the complainant, regional management will inform the complainant of their right to make their complaint to a higher DQS management level. If the complainant desires to pursue the complaint's resolution further, regional management will provide the higher-level manager the complaint records.

If the complaint is determined to be not valid, the regional management involved will communicate the results of the investigation to the complainant. The investigation results and evidence of the communication with the complainant must be submitted in the response for closure of the complaint.