

Chain of Custody Working Procedures for Transfer System

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Complaints

Objectives

To ensure that where a complaint, specific to chain of custody system being operated, is received from either a customer, supplier or other involved party this is dealt with in an effective manner.

Responsibility:

Chain of Custody Manager

Procedure:

- 1 Where a complaint is received it is to be forwarded in the first instance to the Chain of Custody Manager.

**We define a complaint that is something that cannot be resolved to the complaints satisfaction within a time period of 48 hours.*
- 2 Upon receipt of the complaint the Chain of Custody Manager is to:
 - Acknowledge the complaint to the complainant,
 - Gather and verify all necessary information to evaluate and validate the complaint and make a decision regarding the validity of the complaint,
 - Formally communicate the decision on the complaint and of the complaint handling process to the complainant
 - Ensure that any appropriate corrective and preventive actions are taken.
- 3 Records of all complaints will be maintained.