



# Odournet External Complaints Procedure

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## 1 Scope of Procedure

This procedure outlines the complaints process for you, as a client of Odournet. This document explains where you can find the complaints form, what information it requires, where the information is collated and how Odournet staff will respond to complaints.

## 2 Dealing With the Initial Complaint

The following sections outline the process for you to make a complaint.

### 2.1 Location of the Complaints Form

The complaints form is located on the Odournet website homepage as a drop down option on the 'Contact' tab. When clicking this tab a page opens where a link is available for all to access. When clicking the link a google form will open in a separate window. Please access the Odournet website via the following link: <https://www.odournet.com/>

### 2.2 The Complaints Form

The form will be set out with a mixture of multiple choice options and text boxes to ensure a simple task for you, and the opportunity to provide more information on the activity in question. When a form has been submitted, all Odournet staff will receive an email notification and the responses will be collated.

### 2.3 How Odournet Staff Will Respond

When a notification has been received by Odournet, it will be appointed to an appropriate member of staff who was not involved in the original activities in question. Where possible, they will respond to the client within 24 hours to confirm receipt of the form and to provide an appropriate timescale for the investigation, the investigation will begin immediately.



## **3 The Investigation**

### **3.1 Investigating Actions Raised**

The complaint will be documented in accordance with ISO/IEC 17025:2017 and appropriate actions will be raised and dealt with accordingly; the complaint will be validated, tracked and recorded. More information in excess to the initial form will be gathered if needed, to enable a thorough and accurate description of the activity in question.

Actions will be raised to identify how the activity occurred, whether it has been a non-conformity to procedures and what the immediate corrective actions are. Preventive actions for avoiding any future occurrences will be raised if necessary.

The process will be tracked via an Odournet system to ensure the complaint is being investigated correctly and carried out efficiently. A member of the senior management team will be involved with this process.

### **3.2 Client Correspondence**

You will be updated regularly with progress of the investigation and all correspondence will be recorded securely by Odournet.

## **4 Approving and Closing the Complaint**

### **4.1 Approval**

The complaint will be reviewed and approved by a member of the senior management team before being finalised.

### **4.2 Closing the Complaint**

Where possible, you will receive a formal letter of notice to close the investigation once completed. This is usually in the format of an attached PDF via email.

