



Complaints Procedure

(Status: 05.04.2023)

You want to complain to us? Then you have the following option:

Send an e-mail to our quality management officer (QMR), Mr. Martin Kersjes, who can be reached at the e-mail address: martin.kersjes@pelz.de

He will confirm receipt of your complaint by email and assess whether it is permissible, i.e. falls within our area of responsibility.

If the complaint is admissible, it will be dealt with by the QMR and an investigation into the content of the complaint will be opened. The complaint is entered in the complaints list for further processing.

If immediate measures are necessary, e.g. stopping the testing activity, these are immediately identified, implemented and checked for effectiveness.

The QMR contacts the complainant to inform him and to obtain further information that is helpful in dealing with the complaint and analyzing the facts.

Together with the management and the test supervisor, the facts are checked for cause-effect relationships. Different techniques, such as the 5W method or Ishikawa, can be used here.

The results are thus produced or evaluated and approved by persons who were not involved in the original laboratory activities in question.

If the analysis turns out that the complaint is unjustified because we have done everything right, the result will be communicated to the complainant so that he can focus on upstream or downstream processes outside the PELZ sphere.

If we are not clearly responsible for the content of the complaint and there is nevertheless potential for improvement in the original laboratory activities concerned, we will implement measures in the context of the continuous improvement process in order to minimize the likelihood of future complaints.

If the content of the complaint was clearly caused by us, measures are also defined, implemented and checked for their effectiveness.

The QMR informs the complainant about the result of the analysis and the measures taken by e-mail. They then have two weeks to respond to the email.

If necessary, interim results will be communicated beforehand in order to inform the complainant about the progress.

If everything has been clarified or if there is no further reaction from the complainant, the QMR will inform the complainant about the end of the complaint procedure.