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	Effective Date:	09-30-2022
	Document Type:	Policy
	Page Number:	1 of 5
	Department/Section:	Laboratory Department
	Document Title:	CUSTOMER COMPLAINT, HANDLING AND ESCALATION PROCESS

PURPOSE:

Customer Complaint:


1. To ensure proper collection and investigation of customer complaints and the design of corrective plans where needed.
2. This procedure establishes the process to track and investigate potential non-satisfaction of customers.
3. The purpose of the complaint procedure is to structure the process of handling complaints within the organization. Through this structure, complaints from customers (both internally and externally) should be received, recorded, treated, and evaluated in such a way that:
 - 3.1. The customer is still satisfied as much as possible.
 - 3.2. Complaint repetition is avoided.
4. To facilitate a consistent, fair, and equitable resolution to customer complaints made to Dr. Pablo O. Torre Memorial Hospital (DPOTMH).

Customer Handling:

1. Complaints are an important way for the management of an organization to be accountable to the public, as well as provide valuable prompts to review organizational performance and the conduct of people that work within and for it.
2. It is an invaluable opportunity for the organization to identify areas for improvement.

Customer Escalation:

1. It aims to give an overview of the escalation process for all complaints received at the Department of Pathology of Dr. Pablo O. Torre Memorial Hospital.
2. To ensure that complaints and their corresponding escalation procedures are done in a confidential and effective way.

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	Document Type:	Policy
	Page Number:	2 of 5
	Department/Section:	Laboratory Department
	Document Title:	CUSTOMER COMPLAINT, HANDLING AND ESCALATION PROCESS

LEVEL:

All Laboratory Personnel

DEFINITION OF TERMS:

Complaint- it is an expression of dissatisfaction made to or about the laboratory's services and personnel. This includes dissatisfaction with the outcome of a decision, level or quality of service, the failure to adhere to a policy or procedure, or the behavior of an employee or agent, which can be investigated and acted upon.

Correction- action taken to eliminate a detected nonconformity.


Customer- organization or person that receives a product or service from a supplier organization.

Customer Satisfaction- customers' perception of the degree to which their requirements have been fulfilled.

Customer Feedback- it is essential to all companies; not only because you can gather valuable customer insight, but because it allows you to identify product or service failures.

Complaint Escalation- it is a scenario where a customer is not pleased with an employee interaction and wants someone at a higher level within the company to resolve the complaint.


Complaint Handling- it is where a response is explicitly or implicitly expected or legally required.

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	Document Type:	Policy
	Page Number:	3 of 5
	Department/Section:	Laboratory Department
	Document Title:	CUSTOMER COMPLAINT, HANDLING AND ESCALATION PROCESS

Continuous Improvement- it allows the Clinical Laboratory of Dr. Pablo O. Torre Memorial Hospital to deliver a consistent, high-quality, and accountable response to complaints across the organization.

POLICY:

1. When customers complain, it usually means that they are trying to highlight a problem with the company's employees, processes, or strategies.
2. Errors that escape detection by the laboratory may be detected or suspected by the customers. Although this particular type of error may not be popular, it should in no case be ignored and it should be given utmost attention.
3. For dealing with complaints, a protocol must be developed and followed, with an accompanying Complaint Registration Form.
4. Design a customer complaint registration form with at least the following items:
 - 4.1. Customer's name
 - 4.2. The date the complaint was received
 - 4.3. Details of the complaint)
 - 4.4. Name of the person who received the complaint (usually the head of laboratory)
 - 4.5. Person in-charge of investigation
 - 4.6. Result of investigation (evaluation and possible action)
 - 4.7. Name of person(s) who dealt with the complaint
 - 4.8. Date when report was feedbacked to the customer

 <p>DR. PABLO O. TORRE MEMORIAL HOSPITAL</p> <p>B.S. Aquino Drive, Bacolod City, Negros Occidental, 6100</p>	Document Code:	DPOTMH-E-52-P12
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	Document Type:	Policy
	Page Number:	4 of 5
	Department/Section:	Laboratory Department
	Document Title:	CUSTOMER COMPLAINT, HANDLING AND ESCALATION PROCESS


5. The complaints will be submitted to the Communications Officer/Client Relations Officer for analysis, and all negative points will be traced and corrected as a solution to these points.
6. A record of complaints shall be kept.
7. All personnel who receive a complaint shall record it on the Complaint Record Form.
8. The Client Relations Officer, in coordination with the Human Resource Department, Total Quality Division, and the Department Head, is responsible for the resolution of the case.
9. The Department Head shall perform the necessary investigation.
10. The Laboratory Manager, Total Quality Division representative, Human Resource representative and Client Relations officer shall be responsible in reviewing and ensuring that complaints are appropriately handled, investigated and that appropriate corrective measures are taken.

DOCUMENTATION:

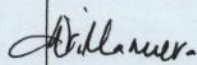
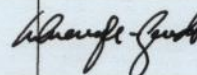

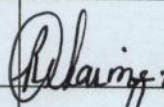
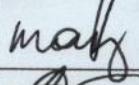
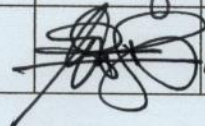
New Policy


DISSEMINATION:

1. Minutes of the Meeting
2. Orientation to new staff or employees of the Laboratory Department and support services.

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	Page Number:	5 of 5
	Department/Section:	Laboratory Department
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APPROVAL:

	Name/Title	Signature	Date
Prepared by:	MONICA B. VILLANUEVA, RN, RMT, PhD Laboratory Manager		9-22-22
Verified:	MELANIE ROSE B. ZERRUDO, MD, FPSP Chairman, Department of Pathology		9-22-22
Reviewed:	DENNIS C. ESCALONA, MN, FPCHA, FPSQua Quality Assurance Supervisor		9-28-2022
Recommending Approval:	ROSARIO D. ABARING, RN, MN, PhD, FPCHA Ancillary Division Officer		9-28-2022
	MA. ANTONIA S. GENSOLI, MD, FPPS, FPCHA Vice President – Chief Medical Officer		10-14-22
Approved:	GENESIS GOLDI D. GOLINGAN President and CEO		10/25/22

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	Effective Date:	09-30-2022
	Document Type:	Standard Operating Procedure
	Page Number:	1 of 4
	Department/Section:	Laboratory Department
	Document Title:	CUSTOMER COMPLAINT, HANDLING AND ESCALATION PROCESS

PURPOSE:

To provide a guideline on the method for the handling of customer complaints and also the escalation process.

SCOPE:

Applicable to all Laboratory Department Staff of Dr. Pablo O. Torre Memorial Hospital (DPOTMH)


PERSON RESPONSIBLE:

Laboratory Manager, Corporate Communications Officer, All Laboratory Personnel

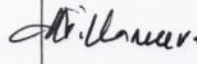


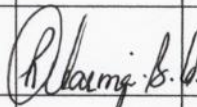
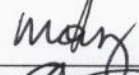

PROCEDURE:

CUSTOMER COMPLAINT

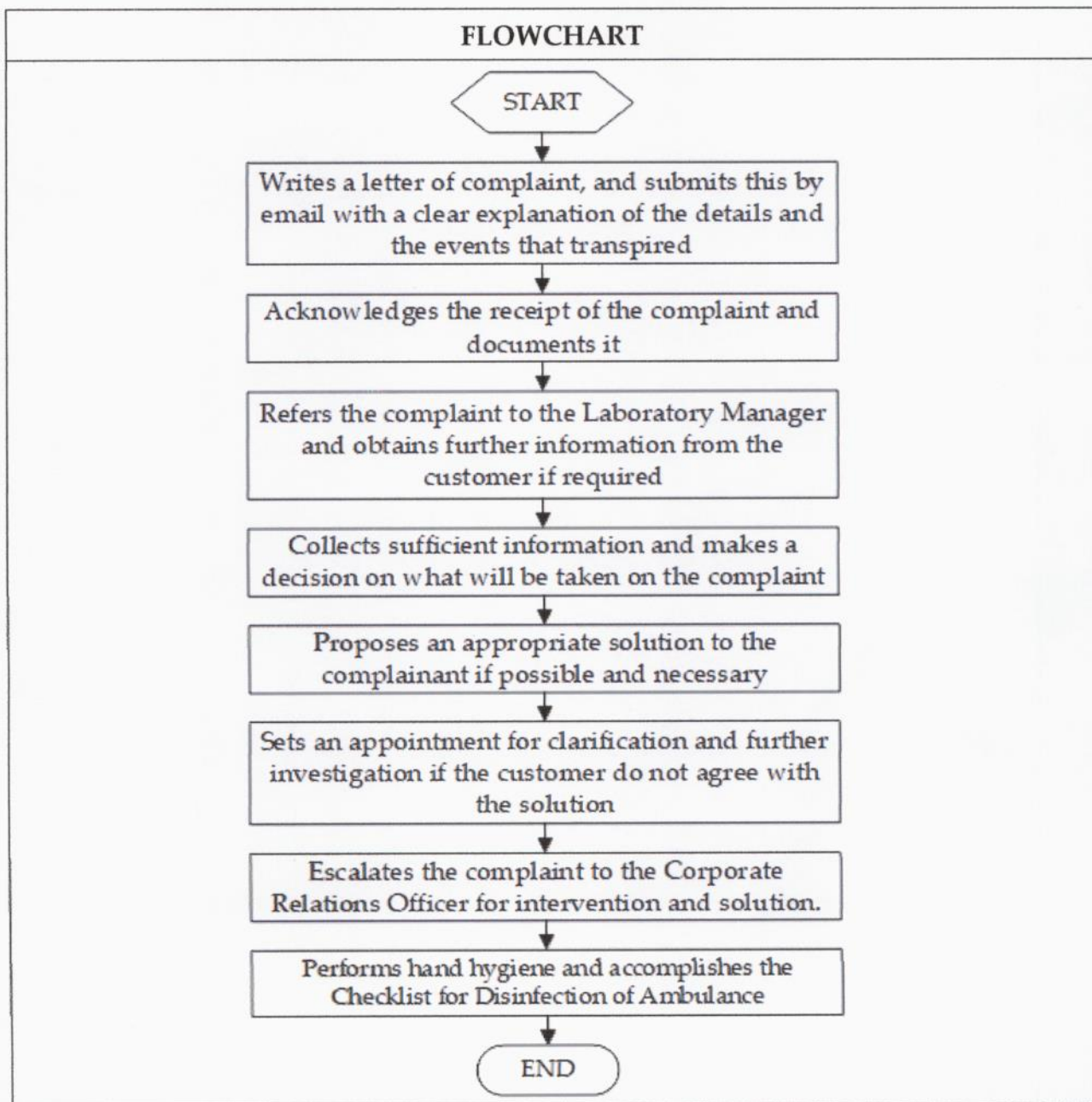
1. Record the complaint. All complaints (phone calls, e-mails, hand-written comments from the comment box, etc.) must be recorded by the hospital/laboratory personnel who received the call, email, or written comment.
2. Analyze the complaint. All complaints must be analyzed initially in order to decide whether a quick resolution is possible or escalation is needed.
 - 2.1. The complaints must be dealt with as soon as possible. However, a time frame for quick resolution must be defined. If the complaint can't be resolved in this timeframe, escalation of the complaint is required, and the customer must be told that their complaint is being investigated.
 - 2.2. Not all complaints is resolved quickly to the satisfaction of both parties.
 - 2.3. The procedure must set criteria for when a complaint should be escalated.
 - 2.4. General cases when complaints are escalated for investigation are:
 - a) When a quick resolution was tried but the customer was still dissatisfied;


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	Effective Date:	09-30-2022
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	Page Number:	2 of 2
	Department/Section:	Laboratory Department
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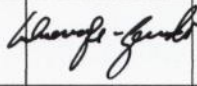

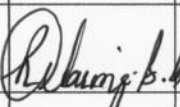
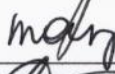
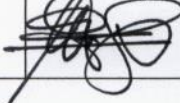
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Approved:	GENESIS GOLDI D. GOLINGAN President and CEO		10/15/22


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APPROVAL:


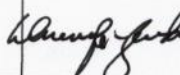


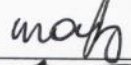

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	Effective Date:	09-30-2022
	Document Type:	Work Instruction
	Page Number:	1 of 2
	Department/Section:	Laboratory Department
	Document Title:	CUSTOMER COMPLAINT, HANDLING AND ESCALATION PROCESS

KEY TASKS	PERSON RESPONSIBLE
1. Writes a letter of complaint, and submits this by email with a clear explanation of the details and the events that transpired	Complainant
2. Acknowledges the receipt of the complaint and documents it	Laboratory Personnel
3. Refers the complaint to the Laboratory Manager and obtains further information from the customer if required	Laboratory Personnel
4. Collects sufficient information and makes a decision on what will be taken on the complaint	Laboratory Manager
5. Proposes an appropriate solution to the complainant if possible and necessary	Laboratory Manager
6. Sets an appointment for clarification and further investigation if the customer do not agree with the solution	Laboratory Manager
7. Escalates the complaint to the Corporate Relations Officer for intervention and solution.	Laboratory Manager

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	Page Number:	2 of 4
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- b) In the case of some VIP customers;
 - c) In cases of complex and/or sensitive complaints;
 - d) and/or high-risk issues, etc.
3. Resolve the complaint. There must be designated people to deal with complaints. The two most important things that this person must take into account are (1) what does the customer want to achieve by complaining? And (2), can the designated person resolve the complaint or should someone else be involved?
 4. Investigate the complaint. In cases when a complaint is escalated for further investigation, the decision-making must be at a higher management level.
 5. Close the complaint. The responsible person must communicate the resolution to the customer by their preferred method of contact and document the resolution in the system. The feedback to the complaint must address all aspects of the complaint and provide a detailed explanation of the proposed resolution.

COMPLAINT HANDLING AND ESCALATION

1. The complainant must call, write a letter of complaint, and submit this by email (dpotmhlab@yahoo.com) with a clear explanation of the details and the events that transpired.
2. The laboratory personnel who receive the complaint must acknowledge receipt and document it.
3. The complaint is then referred to the Laboratory Manager. If required, further information will be obtained from the customer, or an appointment will be made to discuss the matter. After the Laboratory Manager has collected sufficient information, a decision will be taken on the complaint. If possible and necessary, an appropriate solution is proposed to the complainant. If he/she does not agree with the solution, an appointment will be made for clarification and further investigation.
4. The complaint will be escalated to the Corporate Communications Officer for intervention and solution.