

## Instruction to complaints WFRGent

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# Warringtonfire Gent Management System

## INSTRUCTION TO COMPLAINTS

## SCOPE

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This document is applicable to all WARRINGTONFIRE GENT (WFRGent) schemes and addresses all the laboratory clients, including all customers and any other interested party, be it an individual, a company or a legal authority.

## ALL COMPLAINTS

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All complaints are acknowledged, investigated, and actioned. WARRINGTONFIRE GENT uses best endeavours to keep the complainant informed of the main steps taken in this regard.

Please send a clear description of your complaint, objective evidence to support each element or aspect of the complaint together with the name and contact information of the person submitting the complaint to:

[complaints.gent@warringtonfire.com](mailto:complaints.gent@warringtonfire.com)

## OUR COMPLAINT SERVICE

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WFRGent acknowledges the receipt of the complaint to the complainant within 2 weeks of receiving the complaint in written. A board of colleagues and managers investigates the complaint and decides on the appropriate actions. The complainant would be informed of the proposed actions.

It may take time to resolve the complaint or to complete the proposed actions. Yet WFRGent is committed to inform the complainant soon after the defined actions are finalized. Should these actions need more than 6 months to get completed, WFRGent will contact the complainant, informing them of the state of the corresponding progress.

**Note 1:** WFRGent ensures that the person(s) assigned to communicate the complainant or to approve the outcomes of corresponding corrective actions will be independent of any activity causing the complaint.

**Note 2:** WFRGent ensures that all complaints will be treated confidentially, in accordance with its impartiality and confidentiality policies.

## UNRESOLVED COMPLAINTS

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If a complainant is not satisfied with the outcome of WFRGent's complaints procedure, they are invited to post a new complaint, referring to their original complaint. This makes us revise our taken actions and our ongoing procedures of dealing with complaints.