



Requests for information complaints and appeals

SATRA customers can submit complaints and queries or requests for information to SATRA by email to jacqueline.glasspool@satra.com, or to customer.service@satra.com, verbally or in writing to the Technical or Quality Manager as appropriate.

Requests for information

If a formal request for information is received from a Regulatory, or other authority then this shall be dealt with in the first instance by the Technical or Quality manager and senior management.

Following this a formal response shall be provided within 7 working days of receipt.

Complaints

Full details of any complaint received are recorded on the 'Complaints Log' and an acknowledgment of the complaint sent to the complainant within 24 hours of receipt and an investigation is undertaken involving senior management.

A summary investigation is provided to the customer within 7 working days of completion of the investigation.

Any corrective actions raised are managed as per SATRA's Corrective Action Procedure.

If the customer is satisfied with the conclusion of the investigation, then the complaint log is closed. If the customer is dissatisfied with the conclusion, then further investigation is undertaken.

Where a complaint is submitted by a third party against a customer the complaints procedure is followed accordingly. If the complaint is justified, then the customer in question will be contacted.

Appeals

SATRA will only accept appeals received in writing within twenty-one days of the customer being informed of the decision that gives rise to the appeal. Once received the appeal is recorded in the appeals log and a formal acknowledgement sent to the customer.



A meeting of the appeals committee is called within twenty-eight days of receipt of the appeal.

All documentation is sent to the Chairman of the committee. The Chairman informs both SATRA personnel and the customer of the date, time and place of the appeals committee meeting at least twenty-one days prior to its scheduled date. Further information should also be requested if it felt that this would be of value to the committee. Both parties shall ensure they are available to the appeals committee, but their presence is at the discretion of the Chairman.

The appeals committee make their decision based on simple majority, and the decision is final and binding. The chairman informs both parties of the decision within seven working days from the date of the meeting.