



### **QUAMED commitment**

QUAMED is committed to providing high quality services to the users of its services. The services include pharmaceutical assessments and audits and QUAMED's quality certification program (QCP).

Although QUAMED'S procedures are run under a Quality Management System which includes processes to avoid mistakes, it may happen that the products and services delivered by QUAMED do not have the expected quality. In such a situation, a complaint may be submitted to QUAMED. These complaints allow QUAMED to clarify misunderstands, to correct potential errors, to avoid any dissatisfaction, to further improve its products and services, and to establish a long-term relationship of trust with all stakeholders.

This document describes the complaints process for issues arising from the products and services provided by QUAMED.

### **Who can submit a complaint to QUAMED?**

Anyone in a relationship with QUAMED through a consultancy contract, a service agreement, an audit acceptance agreement or through regular or punctual communication, can submit a complaint.

### **How to submit a complaint to QUAMED?**

The complaint form is made available on the QUAMED website ([www.quamed.org](http://www.quamed.org)).

The complaint form (SOP-Q-031-A-001) should be sent to QUAMED to the following email address: [info@quamed.org](mailto:info@quamed.org). Only written complaints can be accepted. The complainant should complete the sections I and II of the form.

To ensure a timely and efficient treatment of complaints, they should be submitted to QUAMED with as many details as possible, and when applicable, the QCP number or the reference of a QUAMED assessment or audits.

Complaints can be submitted up to 3 months after the date of delivery of the products/services. After this timeline, QUAMED is no longer obliged to accept a complaint, but will do its best to resolve the issue.

### **How are complaints treated by QUAMED?**

An acknowledgement of receipt is sent to the complainant by QUAMED within 2 working days following receipt of a complaint. All complaints are recorded and subject to an investigation which will conclude whether the complaint is founded or unfounded. QUAMED will do its best to investigate the complaints within a reasonable delay. QUAMED will communicate the results of the investigation and the outcomes of the complaints.