

## P02-007 External complaint procedure

Code	P02-007
Versie	2
Publicatiedatum	14-03-2024

### Wijzigingen ten opzichte van vorige versie:

Updated flow chart

### Do you have a suggestion or a complaint?

If you are dissatisfied with our service, we greatly appreciate if you submit complaints or suggestions for improvement to us.

You can submit a complaint or a suggestion through the following methods:

- The [complaint form](#) on the BaseClear website
- Contact with your account manager or contact person (e.g. direct contact, telephone, email)

Please refer to the section below for a summary of our complaint procedure.

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### Summary of complaint procedure

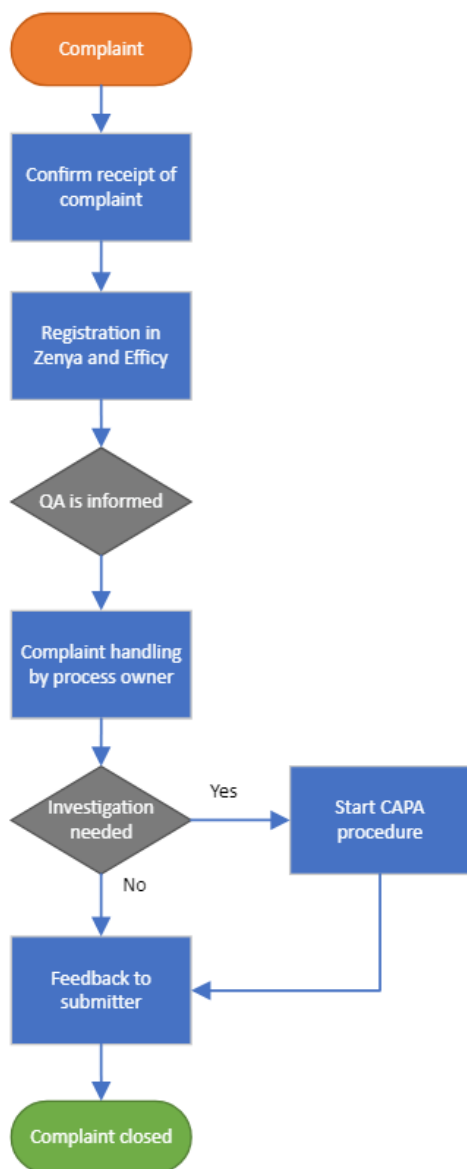


Figure 1. Flowchart of complaint procedure.

- Complaints received through the website are sent directly to BaseClear's QA department. When complaints are received through contact (direct contact, telephone, and email), QA will be informed by the receiver of the complaint.
- You will receive a confirmation of receipt of the complaint within 5 business days.
- The complaint will be registered in BaseClear's CAPA system.
- QA will appoint a process owner to the complaint.
- In cooperation with QA, the process owner will decide whether an investigation is necessary. In that case, the CAPA procedure is started. QA is involved in the whole process of complaint handling.

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- Appropriate measures (CAPAs) will be defined.
- Your account manager will inform you about the resolution and defined CAPAs.

### **Questions**

If you have any questions regarding our complaint procedure, please contact your account manager or use the [complaint form](#) on the BaseClear website.