

## **P02-007 External complaint procedure**

Code	P02-007
Version	3
Publication date	15-10-2024

**Changes compared to previous version:**

Matched with P02-003 Complaint procedure version 6: Included OOS investigation, changed process owner to event owner.

### **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 [complaint form](#) on the BaseClear website.

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

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### Summary of complaint procedure

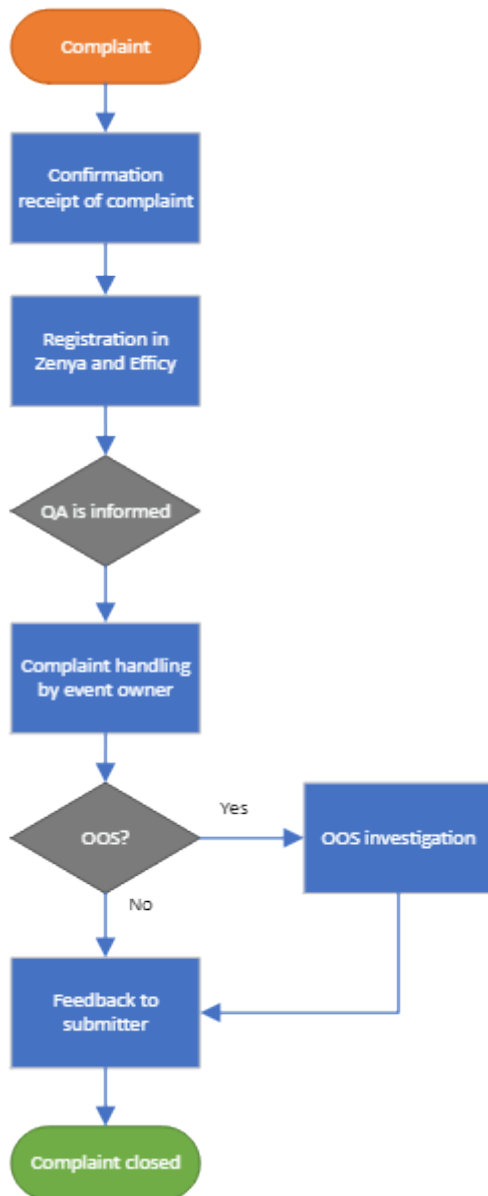


Figure 1. Flowchart of complaint procedure.

1. Complaints received through the website are sent directly to BaseClears QA department.
2. You will receive a confirmation of receipt of the complaint within 5 business days.
3. The complaint will be registered in BaseClear's CAPA system.
4. QA will appoint an event owner to the complaint. QA will remain involved in the whole process of complaint handling.
5. In case of an out of specification (OOS) result, an investigation will be started by the Production Manager in cooperation with QA.
6. Appropriate measures (CAPAs) will be defined.

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7. Your account manager will inform you about the resolution and defined CAPAs.

### **Questions**

If you have any questions regarding our complaint procedure, please contact us through the [complaint form](#) on the BaseClear website.