

PROCEDURE FOR MANAGING USER SUGGESTIONS AND COMPLAINTS RECEIVED BY THE DISTRIBUTED BIOMEDICAL IMAGING NETWORK (ReDIB)



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Contents

1. OBJECT.....	3
2. SCOPE	3
3. RESPONSIBILITY AND AUTHORITY	3
4. DESCRIPTION	3
4.1. OPENING.....	3
4.2. HANDLING.....	3
4.3. CLOSURE	4
4.4. CONTROL AND MONITORING	4
5. FILING.....	4

1. OBJECT

The purpose of this procedure is to establish the actions to be carried out for the management of user suggestions and complaints received by ReDIB.

2. SCOPE

This procedure sets out the mechanisms for handling suggestions and complaints as a tool to facilitate the continuous improvement of the effectiveness, efficiency and quality of this ICTS's services and to increase user satisfaction.

3. RESPONSIBILITY AND AUTHORITY

The ReDIB Coordination Committee will be responsible for coordinating and monitoring the suggestions and complaints mailbox. It will perform only a liaison and information-control function, not the resolution of the complaint or the implementation of the suggestion, unless it concerns the ICTS's own activity or can be resolved immediately.

Resolving the complaint or implementing the suggestion will be the responsibility of the node involved.

4. DESCRIPTION

Homogeneous mechanisms are established for time frames and modes of action, as well as a system to control the effectiveness and performance of the management carried out by ReDIB.

This procedure covers the tasks to be carried out in relation to:

- Opening
- Handling
- Closure
- Control and monitoring.

4.1. OPENING

Any user may submit suggestions and/or complaints via the ReDIB website; they will be recorded in the ICTS application that manages the user support service.

The system automatically generates a standard email to the user as an acknowledgement of receipt.

All requests registered on the ReDIB website will, in any case, entail a response from the manager of the affected node.

4.2. HANDLING

Upon receipt of a suggestion or complaint, the ReDIB Coordination Committee will conduct an initial review to determine whether processing is appropriate:

- In cases where processing is not appropriate, the suggestion or complaint will be dismissed, filed, and the user who submitted it will be immediately informed, stating the reason for dismissal.
- If the suggestion or complaint is accepted for processing, the ReDIB Coordinator will notify the party concerned by email, indicating that their complaint or suggestion has been forwarded to the competent node for response, and the date it was forwarded. If necessary, the applicant

will be asked by email to provide, within a maximum of fifteen (15) working days, the clarifications needed for proper processing.

Once the suggestion or complaint has been received by the affected node, it will inform the party concerned, within twenty (20) working days and after any clarifications it deems appropriate to request, of the actions taken and any measures adopted.

The response to the user will be drafted taking into account the following guidelines:

- Every complaint or suggestion deserves attention and requires a prompt, on-time response.
- The response must be personalized and addressed to a specific user.
- If the complaint is justified, the response will always begin with an apology.
- The response must address each and every issue raised in the complaint or suggestion.
- Clear language must be used, avoiding unnecessary technicalities.
- Avoid undertaking commitments that cannot be fulfilled.
- The response to a complaint or suggestion will always end with a thank-you to the party concerned for their cooperation.

4.3. CLOSURE

To complete the process, the ReDIB coordinator/coordination committee will compile all information available on the complaint or suggestion in order to subsequently turn these data into valuable information for the ICTS.

The ReDIB database of complaints and suggestions received will include at least the following information:

- Personal details of the party concerned.
- Date received.
- Channel of receipt.
- Type of communication: suggestion/complaint related to the services provided.
- Reason for the complaint or suggestion.
- Resolution date.
- Comments.

4.4. CONTROL AND MONITORING

The ReDIB coordinator/coordination committee will analyze in detail the data arising from the processing of complaints and suggestions relating to its services, in order to identify areas for improvement in the management of the ICTS itself or in the provision of its services, thereby improving user satisfaction.

5. FILING

ReDIB will archive documentation relating to complaints and suggestions for a minimum period of three (3) years from the date of receipt of each, and where applicable in accordance with the legislation in force.