

HIM.2.1 Report an Issue/Complaint

Procedure Area: Hospital Inventory Management Procedures (HIM)

Version: 1.0

Purpose

To communicate any type of issue/complaint, including those that relate to components, customer service, and requests for credit.

Scope

All customers and partners

Materials

- ✓ [Issue/Complaint Report](#)

Procedure Notes

- In order to receive a credit for a variant component, the component returned must have an obvious variance and the variant component must be physically returned. However, if the component is damaged or leaking (not safe for transport), or has been manipulated/alterd (e.g., irradiated), do not return the component.
- A credit will not be issued for a variant component without the signed *Issue/Complaint Report*.

Procedure Steps

1. Complete the *Issue/Complaint Report* as follows:
 - a. Enter the report details in **Part 1** as applicable.
 - b. Enter the issue details in **Part 2** as applicable; note the following:
 - (i) Describe the issue in the **Description of issue** section.
 - (ii) Enter whether a blood component is involved; if yes, enter the DIN (including check digit) and the component type.
 - (iii) Indicate whether returning a component.
- | If this | Then this |
|--|---|
| Not returning a component due to breakage/damage | Circle area of breakage/damage in the diagram and sign and date the <i>Confirmation of Component Discard</i> section. |
| Returning an unbroken/undamaged component | Sign to verify the component was stored at the appropriate temperature. |
| Not returning a component | Indicate whether the component was transfused. |
2. Fax the completed *Issue/Complaint Report* to the Quality Assurance department.
 3. Arrange to return the component, if applicable. Make a copy of the *Issue/Complaint Report* for your records, and enclose the original *Issue/Complaint Report* with the returned component.

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Version History

| # | Significant Changes | Approved by | Approved | Implemented |
|-----|---|--|-------------|-------------|
| 1.0 | <ul style="list-style-type: none">Updated title; previously Return Variant Products.Replaced <i>Hospital Reportable Event Form</i> and <i>Request for Credit</i> form with the <i>Issue/Complaint Report</i>.Incorporated information from discontinued procedures, HIM.2.2 and HIM.3.1.Added version information. <p>Note: <i>Prior versions of this document may exist; version numbers were applied to policies and procedures beginning in ~Jan. 2015.</i></p> | Dr. Juan Merayo-Rodriguez, Medical Director Dr. Marek Fried, Medical Director Richard Jones, QA Manager CBCC Medical Director | 03 Jun 2015 | 23 Jun 2015 |