HIM.2.1 Report an Issue/Complaint

Procedure Area:	Hospital Inventory Management Procedures (HIM)	Version:	2.0

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/altered (e.g., irradiated), do not return the component.
- A credit will not be issued for a variant component without the signed *Issue/Complaint Report*.
- Variant component must be reported in a timely manner to receive credit.

Procedure Steps

1. Complete the *Issue/Complaint Report* as follows:
   a. Enter the report details in **Part 1** as applicable.
   b. Provide issue details in **Part 2** as applicable; note the following:
      (i) Select the issue type in the **Description of issue** section.
      (ii) Indicate whether returning a component.

If this	Then this
Returning an unbroken/undamaged component	Check **Returning a Component**; however, components must only be returned if they were stored at the proper temperature at your site. By signing, you are verifying that proper temperature was maintained.
Not returning a component due to breakage/damage	Check **Discarded at facility; will not return**. By signing, you are confirming that the component was properly discarded at your facility.
Not returning a component	Component was transfused; check the **Transfused** box. By signing, you are confirming that the component no longer exists in your inventory as it was transfused.

      (iii) Sign the *Issue/Complaint Report* in the **Consignee Signature** field.
2. Send the completed *Issue/Complaint Report* to the Quality Assurance department as indicated on the *Issue/Complaint Report* form.
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
2.0	• Removed instructions to specifically fax the *Issue/Complaint Report* form to QA; form can be faxed or emailed. • Removed instructions to note whether a blood component is involved. • Added procedure note to report variance in timely manner in order to receive credit.	Dr. Juan Merayo, Medical Director Dr. Chris Lough, Medical Director Lori Masingil, VP of Quality Assurance	29 May 2019	18 Jun 2019
1.0	• Updated title; previously ***Return Variant Products***. • Replaced *Hospital Reportable Event Form* and *Request for Credit* form with the *Issue/Complaint Report*. • Incorporated information from discontinued procedures, ***HIM.2.2*** and ***HIM.3.1***. • Added version information. ***Note***: *Prior versions of this document may exist; version numbers were applied to policies and procedures beginning in ~Jan. 2015.*	Dr. Juan Merayo-Rodriguez, Medical Director Dr. Marek Fried, Medical Director Richard Jones, QA Manager CBCC Medical Director	03 Jun 2015	23 Jun 2015