**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.

<table>
<thead>
<tr>
<th>If this</th>
<th>Then this</th>
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<tbody>
<tr>
<td>Returning an unbroken/undamaged component</td>
<td>Check <strong>Returning a Component</strong>; 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.</td>
</tr>
<tr>
<td>Not returning a component due to breakage/damage</td>
<td>Check <strong>Discarded at facility; will not return</strong>. By signing, you are confirming that the component was properly discarded at your facility.</td>
</tr>
<tr>
<td>Not returning a component</td>
<td>Component was transfused; check the <strong>Transfused</strong> box. By signing, you are confirming that the component no longer exists in your inventory as it was transfused.</td>
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(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.
# HIM.2.1 Report an Issue/Complaint

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

## Version History

<table>
<thead>
<tr>
<th>#</th>
<th>Significant Changes</th>
<th>Approved by</th>
<th>Approved</th>
<th>Implemented</th>
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</thead>
</table>
| 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 | 18 Jun 2019  
29 May 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 | 23 Jun 2015  
03 Jun 2015 |