



## **Complaints Handling Policy**

### **Our complaints policy**

We are committed to a Policy of Quality Assurance throughout the company activities, ensuring that the professional service quality satisfies the specific requirements of all customers. We aim to provide a high-quality service to our customers and advise that all can expect to be treated with courtesy, respect and fairness at all times.

As a customer focused organisation, we also commit to undertake on going market research, to ensure that we are providing a service in line with the customer's needs. We also collect regular feedback and request customer satisfaction surveys.

ProtecX Medical has a clear, flexible, welcoming and open policy on complaints. When something goes wrong, we need the customer to tell us about it at their earliest convenience. This will help us to improve our standard and provide an opportunity to improve our organisation as a whole. All employees are aware of the importance of complaints-handling in providing a great customer service.

If any of our customers have a complaint, they should contact their Account Manager or Sales Co-Ordinator, who will be able to provide assistance and enable the customer to fully understand the procedure.

### **How to submit a Complaint**

Our customers have several ways to feedback their comments and/or complaints to us, whether this is positive or negative. This can be done in person, by telephone, mail, or email. We will ensure these are dealt with promptly, fairly, confidentially and efficiently.

### **When to submit a Product Complaint**

Complaint should be communicated to the Supplier within 21 days of the delivery date. The Customer should give notice in writing to the Supplier that some/all of the Goods do not comply with the Specification.

### **What will happen next?**

We promise to (so far as is reasonably practical):

- Acknowledge receipt of any complaint within **24 hours** and complete a 'Report Form' detailing the nature of the complaint.
- Respond to any complaint within **5 days** providing confirmation that we have forwarded the complaint to the relevant supplier, if required, and confirm the action to be taken and provide a likely timescale for resolving the matter.
- We will then investigate the customer's complaint which may involve a third party who will review the matter and we shall keep the Account Manager fully informed at all times, for their own knowledge of the matter.
- A full response and resolution where practicable will be provided within **28 days**. In a few cases we may not be able to send a full reply due to its complexity. Should this occur, we shall let the customer know the reason and keep them fully informed of the progress.

If the customer is still not satisfied, please contact the Senior Management by letter, within 3 months of receiving a final written response from us about the complaint.

### **Identifying the Concern Raised**

ProtecX is committed to ensuring that all customers are subjected to the highest level of Customer Service. Our Team will work with the customer to ensure that all concerns are rectified. There are several concerns often raised and sometimes there can be a logical explanation for these concerns, and not all concerns raised are faults.

If your concern relates to the protection quality of the garment, please firstly review our '[inspecting your protective aprons](#)' guide. This guide highlights how to identify "faults" and whether the fault qualifies as a warranty or chargeable repair. Even if these concerns are raised outside of a warranty, we shall consider the concern raised and work with the customer to come to an agreed resolution. These will be considered on a case-by-case basis.

This Guide also provides useful information with regards to General Repairs and Alterations which may be required by a customer and identifies the charges associated with these requests.

## Information for User

### WARRANTY GUIDELINES:

**Glasses:** Guaranteed to be free of defects in material and craftsmanship for a period of **one year**. If a defect is found (i.e. screw loss), we will send the item to the third party supplier for a full evaluation, and at our discretion; either repair or replace the item. Warranty does not include normal wear and tear, breakage of glass lens or frames that are abused. Any repairs made to the item by anyone other than the authorized technician will void the warranty.

**Garments:** All aprons are covered by a **two year** warranty against defects in the core material or workmanship. The customer can return goods to the supplier to enable a full investigation. Pending the outcome, the supplier at their discretion will repair or replace the defective goods. Seller's obligation is limited exclusively to the repair or replacement of the defective product. This warranty does not cover damage as a result of normal wear, abuse, abrasion, or failure to follow care and use instructions.

All aprons, table pads, barriers, prescription glasses and other customized accessories are sold on a non-cancellable, non-returnable basis; unless the product has not met the requested specifications agreed on the quote/order. Unused stock products such as gloves, plano & non-fog eyewear and equipment covers can be returned subject to a restocking fee.

**GARMENT CLEANING INSTRUCTIONS:** Clean and disinfect by scrubbing with a soft bristle brush using a colloidal-based or QAT cleaner. Rinse thoroughly with water and hang to dry (this may take up to 2 days). Avoid using petroleum-based & alcohol cleaning solvents or solutions containing strong detergent such as bleach. These types of products react with the oil base in our product causing severe drying and cracking. Test for colour fastness in an inconspicuous area. Do not machine wash or machine dry. Any contamination with blood, body fluids or iodine, should be wiped immediately (or as soon as practicable), with a cloth or sponge dampened with cold water, to avoid staining.

**STORAGE:** When not in use hang apron by the shoulders, place on an apron hanger, or use the straps. Avoid folding, stacking, or sitting while wearing aprons. Do not store in extreme temperatures.

**FITTING:** All Aprons styles come with Velcro, buckles, and/or straps to facilitate the proper fit and function of the product. Always align and secure Velcro, align and connect buckles, and tie straps to hold securely in place. Adjust as necessary to ensure comfort and desired coverage is maintained. For more specific detailed fitting contact our Account Managers for more guidance.

**DISPOSAL:** Follow governmental and environmental requirements for the area in which being disposed. ProtecX has a one-for-one disposal program or chargeable service for our protective products; please notify our customer service department or the account manager in your area for details.

**INSPECTION:** Inspect products upon receipt to ensure protective material is free of defects. **Notification of defects is required within 21 days.** Annual inspections are recommended; tears and holes located within 8 inches of the vertical centre line are critical and should be evaluated by the Health Physicist department for acceptability. Products with tears or holes that exceed your facility's acceptance criteria should be removed from service. Buckles, Velcro, and straps position the products for proper coverage. Broken or damaged features that prohibit the correct positioning of the product should be repaired, or the apron removed from service.

**RISK and LIMITS of USE:** Aprons and accessories do not provide complete user protection; they are intended to protect from secondary "scatter" radiation that is reflected or re-emitted from patients during fluoroscopic or x-ray procedures. They do not eliminate exposure, but they do reduce ("attenuate") the radiation reaching the workers' bodies. Apron style and protection level determine the amount of body coverage and attenuation an apron provides. Do not allow any part of the body to be exposed to the direct x-ray beam.

## What Happens next?

A customer has raised a concern about a potential defect to the garment. It is important to obtain images in all instances and to also identify where on the garment the defect appears i.e. front panel, left seam etc. Initial investigation is carried out by the Account Manager, and a report form will be generated.

The Customer Service Team will then communicate with the customer directly until final resolution. If the concern raised is not deemed as a Warranty Repair or Replacement, the customer will have the option to pay a minimal charge for any cosmetic repairs/alterations which may be required.

## Costs Associated to Alterations/Repairs:

If you are enquiring about an alteration, please note that in most instances the protective material requires trimming. This means removing the outer edges of the attenuation material to remove the original sewing needle holes around the border of the apron. Due to the trimming, the apron will become slightly smaller after the alteration. Please also ensure that garments are decontaminated and thoroughly cleaned before returning any items due to unknown pathogen/infection risks (e.g. HIV, C-Diff, MRSA and others in bodily fluids) to our employees in stripping the returned garments.

Please contact our customer services team [here](#) to request our price list for alterations/repairs. Returns are subject to delivery charges, however ProtecX will cover the cost of the return.

### ProtecX Medical Limited

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