|  |  |
| --- | --- |
| **PRITUŽBA broj / *Complaint No.*** |  |

**ISPUNJAVA PODNOSITELJ PRITUŽBE / *TO BE COMPLETED BY THE COMPLAINANT***

|  |  |
| --- | --- |
| Ime i prezime podnositelja pritužbe /*Complainant Name* |  |
| Tvrtka / *Company* |  |
| Kontakt (mail/tel) / *Contact dana (e-mail, phone)* |  |
| Datum podnošenja pritužbe /*Date of the complaint* |  |
| Opis pritužbe / *Complaint description* |

**ISPUNJAVA LAB IGH (PQM/QML) / *TO BE COMPLETED BY LAB IGH (PQM/QML)***

|  |  |
| --- | --- |
| Datum zaprimanja pritužbe / *Date of receipt of the complaint* |  |
| Organizacijska jedinica / *Organization unit* |  |
| Odgovorna osoba/e / *Responsible person(s)* |  |

**ISPUNJAVA ODGOVORNA OSOBA/E LAB IGH / *TO BE COMPLETED BY LAB IGH RESPONSIBLE PERSON***

|  |  |
| --- | --- |
| Ocjena pritužbe (osnovana/neosnovana) / *Evaluation of complaint (justified/not justified)* |  |
| Pokretanje nesukladnosti (popravne radnje) / *Corrective action initiated?* | DA *YES* / NE *NO* | Br. Nesukladnosti */ Action number* |  |
| Opis rješavanja pritužbe / *How the complaint was resolved* |
| Obrazloženje / *Explanation* |
| Prilozi / *Attachments* |
| Pritužba se može smatrati pozitivno riješenim / *The complaint can be considered positively resolved:* | DA *YES* / NE *NO* |
| Odgovorna osoba/e / *Responsible person(s)* | Datum / *Date* |

|  |  |
| --- | --- |
| Preispitao PQM (QML) / *PQM(QML)* | Datum / *Date* |
| Preispitao i odobrio Voditelj OJ / *Head of Organization Unit* | Datum / *Date* |