|  |  |
| --- | --- |
| **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* |