



ZIBU Health Institute

SOP for Complaint Handling & Corrective Action (CAPA)

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SOP FOR COMPLAINT HANDLING & CORRECTIVE ACTION (CAPA)

Purpose

To ensure proper management of complaints and non-conformities.

Procedure

Step 1: Complaint Receipt

Complaints may be submitted via:

- Email
- Website
- Official forms
- Administrative office

Step 2: Complaint Registration

Assign complaint number and log into complaint register.

Step 3: Investigation

Investigate:

- Root cause
- Responsible factors
- Supporting evidence

Step 4: Corrective Action

Implement corrective measures.

Step 5: Preventive Action

Develop preventive measures to avoid recurrence.

Step 6: Closure

Close complaint after verification of effectiveness.

Responsibility

Quality Assurance Department.