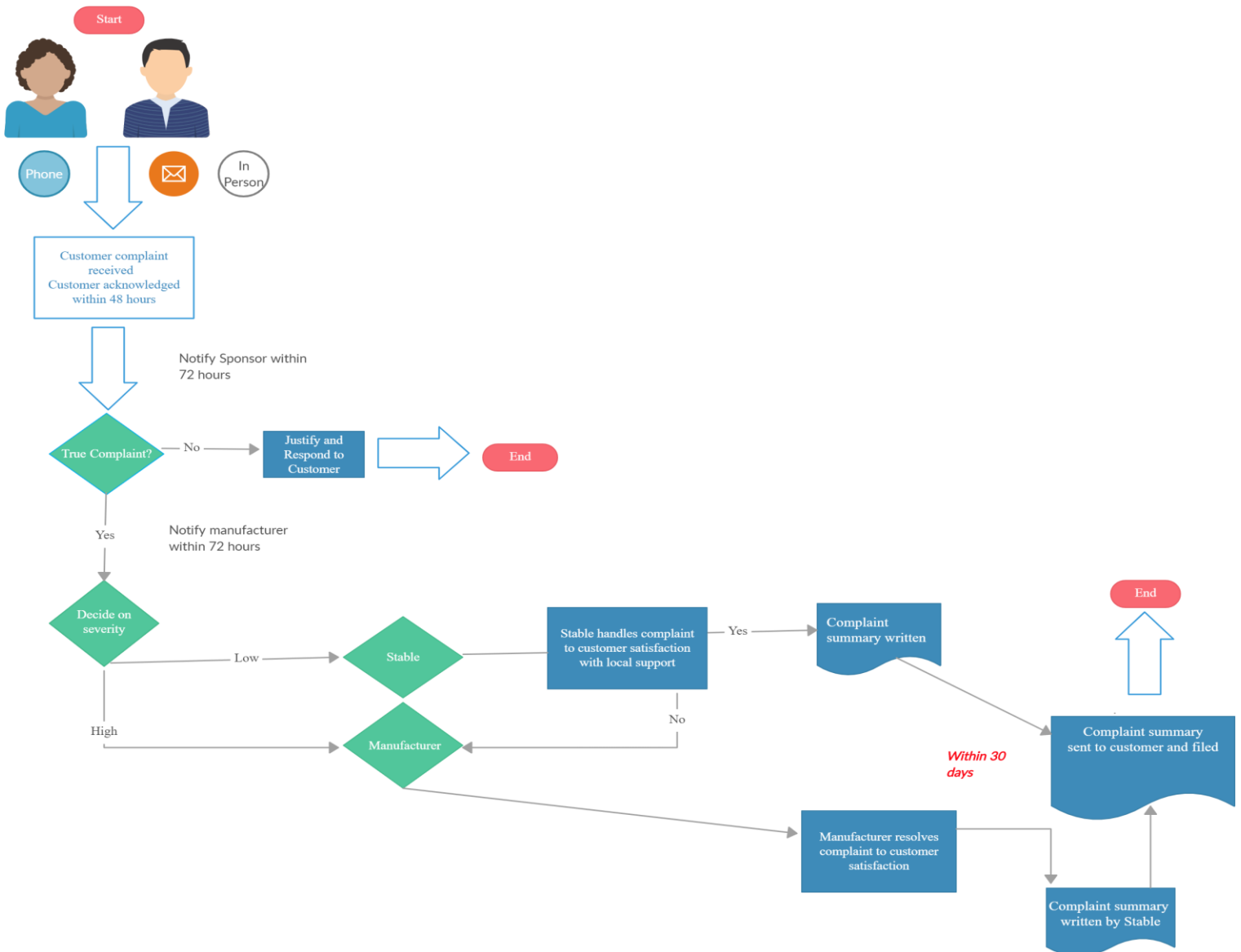


# COMPLAINT HANDLING POLICY

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The purpose of this policy is to outline the appropriate action to be taken to receive, review, evaluate and investigate customer complaints.

This policy applies to any registered medical device that has been registered by Stable Orthopaedics Pty Ltd



**Note:** If a complaint for reasons relating to their quality, safety or efficacy are to be removed from supply or use, or subject to corrective action. Due to them being confirmed or suspected of being out of specification then the RECALL Policy is to be followed.



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Issue 3.0

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### Document history and change record

Issue	Issue date	Description of change
1.0	May 2018	Initial Issue
2.0	June 2020	General Update
3.0	Mar 2023	Review no update