

PCF Customer Complaint/Enquiry/Feedback Form

Your feedback is important to us, please provide as much information as possible.

All feedback should be submitted through PCF (NDC) Customer Services. Contact information is detailed after Question 7.

Customer to complete:

1. Contact Details:

Name:

Email:

Facility:

Department:

Tel:

IDA:

NHS Board:

Date:

2. Alternative Contact:

Name:

Email:

Telephone:

Department:

3. Nature of your feedback:

Type:

Concerning:

Expected Response:

No of Instances:

4. Summary of your feedback: [max 520 characters]

You can also provide attachments to support your application

5. Information about the Product/Service provider (complete where applicable):

Supplier Name:
Product Service Description:
Supplier Product Code:
Order/Event Date:
Order No:
NDC Code (SKU):
National Contract Ref:
Batch/Lot No:

6. Samples available:

It is essential (where possible) for product issues samples are retained to aid the investigation. Without samples a thorough investigation may not be possible.

7. Have you contacted any other agencies regarding this matter?

Delete option(s) that don't apply.

H&SE – Health and Safety Executive
HPS – Health Protection Scotland
HFS – Health Facilities Scotland
EHO – Environmental Health Org
IRIC – Incident Reporting and Investigation Centre
MHRA – Medicines and Healthcare Products Regulatory Agency

If your complaint relates to a product received from NDC, send your completed form to your local procurement/stores team who will submit to the NDC Customer Services Team on your behalf.

Email: nss.npcustservs@nhs.scot

For general enquiries call NDC Customer Services on one of the following numbers:

- 01698 79 4442
- 01698 79 4443
- 01698 79 4502
- 01698 79 4573
- 01698 79 4580

PCF Customer Services to complete

Ref No (CFB-yy-xxxx):

Original Date Received (dd/mm/yyyy):

Handler:

Directorate:

PCF Complaint Handler to complete

Summary of your investigation

Closure date: