


















## Agenda ID: 231

### VIAMED Customer Complaints - VIAMED Customer Complaints

#### Issues in VIAMED Customer Complaints - VIAMED Customer Complaints

<a href="#">All</a>	Expand	Issue	Created By	Created On	Currently With	Subject	
✓ Complete	⬇	<a href="#">125233</a>	Derek Lamb, Helen Lamb,	02/08/18	General	Objective No outstanding Customer Complaints lasting longer than 30Days	
✓ Complete	⬇	<a href="#">121076</a>	Kate Griffiths	29/05/18	Derek Lamb	complaint via email	
✓ Complete	⬇	<a href="#">117417</a>	Derek Lamb	04/04/18	Derek Lamb	dsfgdfgdgd	
✓ Complete	⬇	<a href="#">117416</a>	Derek Lamb	04/04/18	Derek Lamb	dsfgdfgdgd	
✓ Complete	⬇	<a href="#">110399</a>	Ryan Swaine	14/12/17	Steve Nixon	Actia CZ - Complaint	
✓ Complete	⬇	<a href="#">110297</a>	Ryan Swaine	13/12/17	Derek Lamb	CCR 152 Actia CZ	
✓ Complete	⬇	<a href="#">107958</a>	Derek Lamb, Helen Lamb,	14/11/17	General	Objective No outstanding Customer Complaints lasting longer than 30Days	
✓ Complete	⬇	<a href="#">105376</a>	Steve Hardaker	13/10/17	Steve Nixon	CCR150 - SRS66190 to process	
✓ Complete	⬇	<a href="#">105375</a>	Steve Hardaker	13/10/17	Derek Lamb	CCR150 - SRS66190 to process	
✓ Complete	⬇	<a href="#">105374</a>	Steve Hardaker	13/10/17	Jonathan Connor	CCR150 - SRS66190 to process	
✓ Complete	⬇	<a href="#">103014</a>	Derek Lamb	15/09/17	Derek Lamb	CCR150 R-30V oxygen sensors leaking gas	
✓ Complete	⬇	<a href="#">102482</a>	Steve Hardaker	07/09/17	Derek Lamb	CCR150 R-30V oxygen sensors leaking gas	
✓ Complete	⬇	<a href="#">102480</a>	Steve Hardaker	07/09/17	Derek Lamb	R-30V oxygen sensors leaking gas	
✓ Complete	⬇	<a href="#">92679</a>	Steve Nixon	11/04/17	Steve Hardaker	Ceratherm 600-3 Serial No. 516-3-0514	
	⬇	<a href="#">92678</a>	Steve Nixon	11/04/17	Jonathan Connor	Ceratherm 600-3 Serial No. 516-3-0514	

✓ Complete							
✓ Complete	▼	<a href="#">92677</a>	Steve Nixon	11/04/17	Derek Lamb	CCN149 Ceratherm 600-3 Serial No. 516-3-0514	
✓ Complete	▼	<a href="#">79958</a>	Derek Lamb, Helen Lamb, John Lamb,	26/09/16	General	Objective No outstanding Customer Complaints lasting longer than 30Days	
✓ Complete	▼	<a href="#">79583</a>	Derek Lamb,	20/09/16	General	Objective No outstanding Customer Complaints lasting longer than 30Days	
✓ Complete	▼	<a href="#">58690</a>	Derek Lamb	06/05/15	Steve Nixon	customer complaints and the issue system	
✓ Complete	▼	<a href="#">58689</a>	Derek Lamb	06/05/15	Steve Hardaker	customer complaints and the issue system	
✓ Complete	▼	<a href="#">58688</a>	Derek Lamb	06/05/15	Sophie Lines	customer complaints and the issue system	
✓ Complete	▼	<a href="#">58687</a>	Derek Lamb	06/05/15	Ryan Swaine	customer complaints and the issue system	
✓ Complete	▼	<a href="#">58686</a>	Derek Lamb	06/05/15	Ruth Hardaker	customer complaints and the issue system	
✓ Complete	▼	<a href="#">58685</a>	Derek Lamb	06/05/15	Robert Connor	customer complaints and the issue system	
✓ Complete	▼	<a href="#">58684</a>	Derek Lamb	06/05/15	Philip Crossley	customer complaints and the issue system	
✓ Complete	▼	<a href="#">58683</a>	Derek Lamb	06/05/15	Michael Lamb	customer complaints and the issue system	
✓ Complete	▼	<a href="#">58682</a>	Derek Lamb	06/05/15	Michael Green	customer complaints and the issue system	
✓ Complete	▼	<a href="#">58681</a>	Derek Lamb	06/05/15	Lisa Leggoe	customer complaints and the issue system	
✓ Complete	▼	<a href="#">58680</a>	Derek Lamb	06/05/15	Linda Shearing	customer complaints and the issue system	
✓ Complete	▼	<a href="#">58679</a>	Derek Lamb	06/05/15	Keith Taylor	customer complaints and the issue system	
✓ Complete	▼	<a href="#">58678</a>	Derek Lamb	06/05/15	Jonathan Connor	customer complaints and the issue system	
✓ Complete	▼	<a href="#">58677</a>	Derek Lamb	06/05/15	John Lamb	customer complaints and the issue system	
✓ Complete	▼	<a href="#">58676</a>	Derek Lamb	06/05/15	Jean Lamb	customer complaints and the issue system	
✓ Complete	▼	<a href="#">58675</a>	Derek Lamb	06/05/15	Helen Lamb	customer complaints and the issue system	
✓ Complete	▼	<a href="#">58674</a>	Derek Lamb	06/05/15	Emma Clark	customer complaints and the issue system	

✓ Complete	↓	<a href="#">58673</a>	Derek Lamb	06/05/15	Emily Hanson	customer complaints and the issue system	
✓ Complete	↓	<a href="#">58672</a>	Derek Lamb	06/05/15	Catrin Hird	customer complaints and the issue system	
✓ Complete	↓	<a href="#">58671</a>	Derek Lamb	06/05/15	Catherine Spence	customer complaints and the issue system	
✓ Complete	↓	<a href="#">58670</a>	Derek Lamb	06/05/15	Derek Lamb	customer complaints and the issue system	
✓ Complete	↓	<a href="#">56029</a>	Steve Hardaker	23/01/15	Derek Lamb	Nufer Ceratherm 600-3 Radiant Warmer failure	
✓ Complete	↓	<a href="#">55732</a>	Lisa Leggoe	08/01/15	Steve Nixon	Ministry of Defence - ORD71868/IN136282	
✓ Complete	↓	<a href="#">53445</a>	Steve Hardaker	21/10/14	Keith Taylor	Issues with MX300 Quick Start Guide	
✓ Complete	↓	<a href="#">53444</a>	Derek Lamb	21/10/14	Steve Hardaker	Issues with MX300 Quick Start Guide	
✓ Complete	↓	<a href="#">53443</a>	Derek Lamb	21/10/14	Derek Lamb	Issues with MX300 Quick Start Guide	
✓ Complete	↓	<a href="#">53440</a>	Steve Hardaker	21/10/14	Derek Lamb	Issues with MX300 Quick Start Guide	
✓ Complete	↓	<a href="#">53439</a>	Steve Hardaker	21/10/14	Steve Nixon	Issues with MX300 Quick Start Guide	
✓ Complete	↓	<a href="#">50819</a>	Derek Lamb	27/06/14	Derek Lamb	Goods out Staffing levels	
✓ Complete	↓	<a href="#">50781</a>	Steve Hardaker	25/06/14	Helen Lamb	Slow order processing - Whipps Cross	
✓ Complete	↓	<a href="#">50780</a>	Steve Hardaker	25/06/14	Derek Lamb	Slow order processing - Whipps Cross	
✓ Complete	↓	<a href="#">50771</a>	Lisa Leggoe	24/06/14	Derek Lamb	Thames Medical	
✓ Complete	↓	<a href="#">50770</a>	Lisa Leggoe	24/06/14	Helen Lamb	Thames Medical	
✓ Complete	↓	<a href="#">48667</a>	Ryan Swaine	06/03/14	Derek Lamb	Multigas Sensor - Cime Group	
✓ Complete	↓	<a href="#">48666</a>	Ryan Swaine	06/03/14	Steve Nixon	Multigas Sensor - Cime Group	
✓ Complete	↓	<a href="#">48128</a>	Steve Hardaker	10/02/14	Derek Lamb	Cambridge Sensotec - Teledyne delays	
✓ Complete	↓	<a href="#">46739</a>	Steve Hardaker	01/11/13	Jonathan Connor	0131202 jack plugs too big - Siemens Medical at Barnet	
✓ Complete	↓	<a href="#">46147</a>	John Lamb	09/10/13	Derek Lamb	Valeriy Gorbunov / Innerspace	
✓ Complete	↓	<a href="#">46066</a>	Derek Lamb,	07/10/13	Derek Lamb	TEST ISSUE	
		<a href="#">45458</a>	Derek	16/09/13	Derek	Flowsensor A	

✓ Complete	▼		Lamb		Lamb		
✓ Complete	▼	<a href="#">45388</a>	Steve Hardaker	11/09/13	Derek Lamb	Flowsensor A	
✓ Complete	▼	<a href="#">45387</a>	Steve Hardaker	11/09/13	Derek Lamb	Flowsensor A	
✓ Complete	▼	<a href="#">45169</a>	Lisa Leggoe	29/08/13	Steve Nixon	Flowsensor A	
✓ Complete	▼	<a href="#">41364</a>	Keith Taylor	13/02/13	Steve Hardaker	Butterfly Product Complaint	
✓ Complete	▼	<a href="#">41363</a>	Keith Taylor	13/02/13	Steve Nixon	Butterfly Product Complaint	
✓ Complete	▼	<a href="#">38244</a>	Keith Taylor	17/08/12	Steve Hardaker	Return faulty SpO2 probes on SRS63499	
✓ Complete	▼	<a href="#">38243</a>	Keith Taylor	17/08/12	Jonathan Connor	Return faulty SpO2 probes on SRS63499	
✓ Complete	▼	<a href="#">33818</a>	Derek Lamb	20/01/12	Steve Nixon	CCn 143 Flowsensor A's	
✓ Complete	▼	<a href="#">33817</a>	Derek Lamb	20/01/12	John Lamb	CCn 143 Flowsensor A's	
✓ Complete	▼	<a href="#">33816</a>	Derek Lamb	20/01/12	Derek Lamb	CCn 143 Flowsensor A's	
✓ Complete	▼	<a href="#">33674</a>	Ryan Swaine	16/01/12	Derek Lamb	Complaint - Jikco - 142	
✓ Complete	▼	<a href="#">33458</a>	John Lamb	06/01/12	Derek Lamb	Innerspace order	
✓ Complete	▼	<a href="#">33457</a>	John Lamb	06/01/12	Steve Nixon	Innerspace order	
✓ Complete	▼	<a href="#">32400</a>	Catrin Hird	21/11/11	Steve Nixon	Butterfly complaint from Keith	
✓ Complete	▼	<a href="#">32399</a>	Catrin Hird	21/11/11	Jonathan Connor	Butterfly complaint from Keith	
✓ Complete	▼	<a href="#">32398</a>	Catrin Hird	21/11/11	Derek Lamb	Butterfly complaint from Keith	
✓ Complete	▼	<a href="#">32397</a>	Catrin Hird	21/11/11	Steve Nixon	Butterfly complaint from Keith	
✓ Complete	▼	<a href="#">30491</a>	Lisa Leggoe	24/08/11	Helen Lamb	Tame Biro	
✓ Complete	▼	<a href="#">30490</a>	Lisa Leggoe	24/08/11	Rose Barlow	Tame Biro	
✓ Complete	▼	<a href="#">29419</a>	Ryan Swaine	29/06/11	John Lamb	Ar-Gone Analysers	
✓ Complete	▼	<a href="#">29418</a>	Ryan Swaine	29/06/11	Derek Lamb	Ar-Gone Analysers	
✓ Complete	▼	<a href="#">28401</a>	Helen Lamb	05/05/11	Jonathan Connor	Meditech sensor warranty error	

✓ Complete	↓	<a href="#">27333</a>	Derek Lamb	16/02/11	Derek Lamb	blender	
✓ Complete	↓	<a href="#">26382</a>	Keith Taylor	15/12/10	Steve Hardaker	Flowsensor A	
✓ Complete	↓	<a href="#">26381</a>	Keith Taylor	15/12/10	Steve Nixon	Flowsensor A	
✓ Complete	↓	<a href="#">20218</a>	Steve Hardaker	13/08/09	Steve Nixon	Ref QIR011 Investigation report into Teledeyne sensors with thread issues	
✓ Complete	↓	<a href="#">20217</a>	Steve Hardaker	13/08/09	Sarah Wilford	Ref QIR011 Investigation report into Teledeyne sensors with thread issues	
✓ Complete	↓	<a href="#">20216</a>	Steve Hardaker	13/08/09	Ryan Swaine	Ref QIR011 Investigation report into Teledeyne sensors with thread issues	
✓ Complete	↓	<a href="#">20215</a>	Steve Hardaker	13/08/09	Lisa Leggoe	Ref QIR011 Investigation report into Teledeyne sensors with thread issues	
✓ Complete	↓	<a href="#">20214</a>	Steve Hardaker	13/08/09	Laura Carter	Ref QIR011 Investigation report into Teledeyne sensors with thread issues	
✓ Complete	↓	<a href="#">20213</a>	Steve Hardaker	13/08/09	Jonathan Connor	Ref QIR011 Investigation report into Teledeyne sensors with thread issues	
✓ Complete	↓	<a href="#">20212</a>	Steve Hardaker	13/08/09	John Lamb	Ref QIR011 Investigation report into Teledeyne sensors with thread issues	
✓ Complete	↓	<a href="#">20211</a>	Steve Hardaker	13/08/09	Helen Lamb	Ref QIR011 Investigation report into Teledeyne sensors with thread issues	
✓ Complete	↓	<a href="#">20210</a>	Steve Hardaker	13/08/09	Catherine Spence	Ref QIR011 Investigation report into Teledeyne sensors with thread issues	
✓ Complete	↓	<a href="#">20209</a>	Steve Hardaker	13/08/09	Derek Lamb	Ref QIR011 Investigation report into Teledeyne sensors with thread issues	
✓ Complete	↓	<a href="#">18694</a>	Lisa Leggoe	02/04/09	Ryan Swaine	Alexandra Dalla	
✓ Complete	↓	<a href="#">18693</a>	Lisa Leggoe	02/04/09	Derek Lamb	Alexandra Dalla	
✓ Complete	↓	<a href="#">17779</a>	Michael Green	28/01/09	Ryan Swaine	AX / MX sensor cables.	
✓ Complete	↓	<a href="#">17778</a>	Michael Green	28/01/09	Steve Nixon	AX / MX sensor cables.	
✓ Complete	↓	<a href="#">17467</a>	Ryan Swaine	12/01/09	Steve Nixon	V1000	
✗ Live	↓	<a href="#">16410</a>	Derek Lamb	03/10/08		Risk assesment, Microstim DB	



✔ Complete	⬇	<a href="#">14633</a>	Steve Nixon	15/05/08		CCN 136	
✔ Complete	⬇	<a href="#">14632</a>	Steve Nixon	15/05/08		CCN 134	
✔ Complete	⬇	<a href="#">14631</a>	Steve Nixon	15/05/08		CCN 138	
✖ Live	⬇	<a href="#">13133</a>	John Lamb	24/01/08			
✖ Live	⬇	<a href="#">12956</a>	Derek Lamb	15/01/08		CCN 137	
✔ Complete	⬇	<a href="#">9836</a>	John Lamb	21/05/07	Steve Nixon		
✔ Complete	⬇	<a href="#">9174</a>	Steve Nixon	05/04/07			
✔ Complete	⬇	<a href="#">9173</a>	Steve Nixon	05/04/07			
✖ Live	⬇	<a href="#">8440</a>	Steve Hardaker	28/02/07			
✖ Live	⬇	<a href="#">8422</a>	Steve Hardaker	28/02/07			
✖ Live	⬇	<a href="#">7060</a>	Derek Lamb	02/11/06			
✖ Live	⬇	<a href="#">7053</a>	Derek Lamb	01/11/06			
✖ Live	⬇	<a href="#">6528</a>	Steve Hardaker	28/09/06			
✔ Complete	⬇	<a href="#">5017</a>	Steve Hardaker	16/08/06	Steve Nixon		
✔ Complete	⬇	<a href="#">4537</a>	Keith Taylor	31/07/06	Steve Nixon		
✖ Live	⬇	<a href="#">4361</a>	Keith Taylor	11/07/06			
✔ Complete	⬇	<a href="#">4132</a>	John Lamb	27/06/06	Derek Lamb		
✖ Live	⬇	<a href="#">3283</a>	Derek Lamb	25/05/06			
✔ Complete	⬇	<a href="#">2733</a>	Derek Lamb, John Lamb, Steve Nixon,	12/05/06	John Lamb		
✔ Complete	⬇	<a href="#">2730</a>	Derek Lamb, John Lamb, Steve Nixon,	12/05/06	Derek Lamb		

✓ Complete	↓	<a href="#">2493</a>	Catherine Spence, Ryan Swaine, Steve Hardaker, Steve Nixon,	08/05/06	Steve Hardaker		
✗ Live	↓	<a href="#">2344</a>	Steve Hardaker	05/05/06			
✓ Complete	↓	<a href="#">2206</a>	Catherine Spence, Ryan Swaine, Steve Hardaker, Steve Nixon,	18/04/06	General		
✓ Complete	↓	<a href="#">2141</a>	Catherine Spence, Ryan Swaine, Steve Hardaker, Steve Nixon,	10/04/06	Steve Hardaker		
✓ Complete	↓	<a href="#">1902</a>	Catherine Spence, Steve Hardaker, Steve Nixon,	03/04/06	General		
✗ Live	↓	<a href="#">1901</a>	Catherine Spence, Steve Hardaker, Steve Nixon,	03/04/06			
✗ Live	↓	<a href="#">1900</a>	Catherine Spence, Steve Hardaker, Steve Nixon,	03/04/06			
✓ Complete	↓	<a href="#">530</a>	Catherine Spence, Kelli Akroyd, Ryan Swaine, Steve Hardaker, Steve Nixon,	06/02/06	Steve Hardaker		