OLYMEDICA

Product Complaint and Vigilance Intake Form

Fillable intake template

Non-pharmaceutical medical equipment and healthcare supply

Document code	OM-FRM-003
Version / effective date	2.0 / 1 August 2026
Classification	BUSINESS FORM
Document owner	OLYVENRA LTD - Corporate Governance

Document purpose

To capture a product-quality complaint or vigilance concern for prompt triage and referral to the relevant manufacturer, supplier or responsible authority. This form is not an emergency service or a substitute for mandatory incident reporting.

Scope and use

Complete all applicable fields and enter "Not applicable" where necessary. Attach current supporting evidence and submit the form to info@olyvenra.com. Do not email passwords, payment-card data, patient-identifiable records, classified information, bank-login credentials or export-controlled technical data; request an approved secure channel first. Submission does not create an obligation to quote, approve, onboard or transact.

Urgent safety notice: If there is an immediate safety risk, serious injury or death, contact the manufacturer and the relevant competent authority without delay. Use a case reference instead of patient-identifiable information in this form.

Privacy: Read the OLYVENRA Privacy Notice

Prepared by	Corporate Governance	**Approved by**	Director
Review cycle	Annual or on material change	**Next review**	August 2027
Record status	Controlled master	**Language**	English

Reporter

Name	
Organisation	
Country	
Contact details	

Product identification

Product name	
Manufacturer	
Model/catalogue	
Serial/lot/batch	
Expiry date	
Quantity affected	

Event

Date discovered	
Description	
Patient/user impact	
Serious injury or death	
Device available for return	
Photos/documents attached	

Immediate action

Product quarantined	
Local authority notified	

Distributor/manufacturer notified	
Requested response	

Authorised signatures

Organisation / party - Party 1

Professional template for business use. It does not constitute legal, regulatory, export-control, medical or technical advice. Review and adapt it for the specific transaction and jurisdiction before signature or reliance.