

LSL CUSTOMER COMPLAINTS POLICY

1. Lab Services Ltd is dedicated and committed in providing a high level of excellence in the service it provides. Lab services understand the importance of the service it provides and if for any reason a customer felt their expectation were not met, LSL wants and needs to hear about this so we can put things right.
2. A “complaint” is defined as:
 - 2.1. Any complaint concerning the reporting of results (including any confusion caused by incorrect submission of samples, the analysis, the interpretation of the results obtained, presentation of the report, providing of the report outside of the specified turnaround times), **or**
 - 2.2. Any accounting disputes between the customer and Lab Services Ltd., **or**
 - 2.3. Any complaint where the customers specifically states that they are registering a complaint.
3. Customer complaints may be received by telephone, e-mail or in person and for most they can be dealt with easily and quickly often at the time they arise and directly with the person concerned.
4. If the problem cannot be sorted out and you wish to raise a formal complaint the complaint must be received in writing as soon as possible.
5. An email stating the request for raising a formal complaint is to be sent to Lab@labservices.uk.com
6. Customer complaints are escalated to the HoD, the Quality Team and Senior Management to allow the appropriate investigation(s).
7. All customer complaints are logged onto the Non-Compliances (NC) spreadsheet by the Heads of Departments (HoDs) or their nominees and processed according to our internal procedures.
8. A complaint investigation summary together with actions taken, is recorded on Customer Complaint Investigation Summary Form.
9. The completed Customer Complaint Investigation Summary Form will be provided to the complaining party by the Quality team or Senior Management as soon as it is finalised.
10. Customer Complaint summary Forms should be received no later than 4 weeks from the date the complaint has been raised for all complaints not involving a third party and no later than 8 weeks for complaints involving a third party.
11. Regular updates at 4-week intervals will be provided to the complaining party and Senior Management until the summary is completed.