

Lab Services Ltd. Customer Complaints Policy

1. Lab Services Ltd is dedicated to providing a high level of excellence in our services. We understand the importance of our role and if a customer feels their expectations were not met, we want to hear about it so we can make things right.
2. A “complaint” is defined as:
 - 2.1. Any instance where the customer specifically states that they are registering a complaint.
3. Customer complaints can be received by telephone, email, or in person, and most can be resolved quickly and directly with the person concerned.
4. If you wish to raise a formal complaint, it should be submitted in writing as soon as possible.
5. To raise a formal complaint, please send an email to Lab@labservices.uk.com with details of the occurrence.
6. Customer complaints are investigated thoroughly and impartially. All customer complaints are logged onto the Non-Compliances (NC) spreadsheet and processed via internal procedures.
7. A complaint investigation summary, along with actions taken, is recorded on the Customer Complaint Investigation Summary Form.
8. The completed Customer Complaint Investigation Summary Form can be provided to the complaining party by upon request.
9. Customer complaints will be closed within 4 weeks from the date the complaint is raised for issues not involving a third party, and within 8 weeks for those involving a third party.
10. Regular updates can be provided to the complaining party until the summary is completed. Upon finalisation of the complaint investigation, a summary will be communicated to the customer.

Lab Service Ltd.

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