

Company Policy – Complaints

A complaint is defined as: “an expression of dissatisfaction by any person or organisation to the Company, where a response is expected.”

Scientific Services Ltd. is committed to the provision of services to its customers whilst excelling in standards of customer service. Complaints are viewed as a key measurement of performance and a tool to ensure we listen to complainants points of view and that, when required, lessons are learnt, and improvements identified.

All complaints shall be recorded, investigated with findings and actions accurately recorded with feedback reported to the complainant as required in the Complaint Procedure. Any required corrective action shall be conducted as soon as practicable. The results of the complaint investigation along with any improvement actions shall be presented to management and reported back to the complainant.