

Company Policy – Complaints

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

Scientific Services Ltd. Complaint Handling Policy

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

All customer complaints shall be recorded, investigated with findings and actions accurately recorded with feedback reported to the complainant as required in the Customer 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 customer by the Quality Manager. Customer complaints shall be discussed as part of the management review process at regular Senior Management Team meetings.

Definition

A complaint is regarded as any grievance communicated by a customer to any member of staff, in whatever format, relative to services provided to a customer by Scientific Services Ltd.

Note: Customer queries in respect of reported test results may also be escalated to complaint status where the query is upheld and test results are found to be in error, leading to the reissuance of the relative report. In these instances, the customer may request the query to be treated as a complaint where the complainant requires further information such as the cause of the error.