

## 1.0 COMPLAINTS POLICY AND PROCESS

### If you are unhappy with our services, we would like to hear about it first:

We take all complaints seriously and use the opportunity to improve our services. We will respond to any concerns raised in feedback or complaint as soon as practical. We aim to handle all complaints fairly, efficiently and effectively. All complaints will be evaluated against Consultex policies and procedures. Corrective actions will be taken as required.

### Confidentiality, objectivity and fairness:

We are an independent and privately owned laboratory and consultancy. We treat all complaints confidentially. Complaints are overseen by a person who is impartial to the conduct or service in question. We recognise how important your complaint or concern is to you.

### Response to complaints:

In broad terms, complaints are prioritised in accordance with the urgency and/or severity of the issue raised. We are committed to being accessible and responsive to feedback and complaints.

Considerations in our tiered response is:

- Significance – Is there an immediate risk to safety, the environment, security or quality. These take priority.
- The health, safety and wellbeing of our staff and customers, and impact on the environment.
- The ability to perform our work and provide our service in the most effective and efficient manner possible.

In reality our history suggests that yours will be the only complaint in the system at that time and will receive immediate attention.

### Receipt, acknowledgement and progress:

All complaints, concerns and feedback will be recorded. A requirement of the Standards and Guidelines that we operate under is that these shall be addressed and reviewed. You will receive prompt acknowledgement of a complaint. Wherever possible we will provide progress reports, the outcome of any investigation, and formal notice of completion.

### Assessment and action:

Initially we will confirm whether the issue raised is within our control.

If so, we will consider the outcome sought by the complainant.

Internal procedures will be followed to investigate the complaint including the root cause(s) of any problems found. Appropriate action will be taken to resolve the issue and prevent a reoccurrence in future.

### Records:

We will keep comprehensive records covering how we managed the complaint including the outcome of the complaint and the actions that have been taken.

### Contacting us:

We welcome feedback through our website [www.consultexnz.com](http://www.consultexnz.com), email [contact@consultexlab.co.nz](mailto:contact@consultexlab.co.nz) or phone **0508 292 292**