ALS Laboratories (UK) Limited

Complaints Procedure

Complaint received from customer via e-mail or phone call

Customer Services complete complaint form & logs the details

The complaint is assigned a reference number & Investigating Manager

The complaint form & details are sent to the Investigating Manager

An acknowledgement is sent to the customer upon receipt of the complaint

The investigation is undertaken & documented by the Investigating Manager

A written response to the customer is due within 7 working days from receipt of the complaint

On Day 7 if investigation is not complete, an interim response email will be sent to the customer stating final response due date

Once Investigation is complete a final response letter is drafted & sent to the customer along with a link to feedback

Responses to the feedback are manged by the Customer Services Manager & escalated should further communication be required with the customer concerning their complaint

The complaint investigation is submitted to the Quality Department who perform effectiveness checks on remedial actions

A follow up audit is conducted if deemed necessary by the Quality Department

END

Tel: +44 (0)24 7642 1213 Fax: +44 (0)24 7685 6575 • Email: info.ukenviro@alsglobal.com **alsenvironmental.co.uk**

© Copyright 2022 ALS Group UK, Corp. All Rights Reserved.