



## COMPLAINTS POLICY

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

We take all complaints seriously and use the opportunity to help us to improve our services. We will respond to any concerns raised in feedback or complaints within a reasonable time frame. We aim to handle all complaints fairly, efficiently and effectively. All complaints will be evaluated against our own policies and procedures. Corrective action taken as required.

### Confidentiality, objectivity and fairness

We are an independent and privately owned laboratory. We treat all complaints confidentially. We ensure complaints are overseen by a person who is impartial to the conduct or service in question.

### Response to complaints

Complaints are prioritised in accordance with the urgency and/or seriousness of the issue raised. We are committed to being accessible and responsive to feedback and complaints. Our response is evaluated on:

- significance - matters that concern an immediate risk to safety, the environment, security or quality are of most importance;
- the health, safety and well-being of our staff, and impact to the environment;
- the ability to do our work and perform our functions in the most effective and efficient way possible.

### Receipt, acknowledgement and progress

We will record all formal complaints, and assign a unique identifier to the complaint file. We will acknowledge receipt of each complaint promptly. Whenever possible, we will provide progress reports, the outcome and formal notice of completion.

### Assessment and action

We will confirm whether the issue raised is within our control. We will consider the outcome sought by the complainant. We will follow internal procedures to investigate the complaint including the root causes of any problems found. Appropriate action will be taken to resolve the issue.

### 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 <https://www.hill-laboratories.com/contact-us/>; by email [mail@hill-labs.co.nz](mailto:mail@hill-labs.co.nz); or by phone 0508 44 555 22.