**STEPS IN REGISTERING A COMPLAINT**

1. **Complaint registration** Client phones in or emails complaint details

1. **Complaint investigation** Laboratory carries out an investigation

Laboratory reports back to the client

1. 3 days depending on the nature of the complaint)
2. **Close out of complaint** Laboratory closes out the complaint within 1 – 2 weeks
3. **Complaint Outcome** Agreement between parties

A verbal/ written apology if applicable

A refund or retest for free or at a discounted rate