

Analytica Laboratories

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ANALYTICA | part of
LABORATORIES | **ALS Limited**

Feedback and Complaints

At ALS Analytica, we highly appreciate receiving feedback from our clients. If you have any comments, questions, compliments, or concerns about our services, please do not hesitate to contact us.

Complaints Process Summary

This summary is provided to any person(s) who wants to know what ALS Analytica's complaints policy is.

1. Complaint is registered in the Investigation Register.
2. Receipt of complaint is acknowledged to complainant within 24 hours by phone or email.
3. Complaints are investigated, validated, and resolved ASAP.
4. Where the investigation takes longer than three to four working days the complainant is given periodic updates regarding the status.
5. Investigation is reviewed by an independent person, such as (but not limited to) the Quality Manager, Ops Manager, or Business Development Specialist.
6. The outcomes of the investigation are communicated to the complainant by email, phone, providing a copy of the investigation report, or any combination of the three. Notification that this is the end of the process is made to the complainant.