

Complaint Handling Policy

We are committed to responding to the needs and concerns of our customers

- We are customer-focused and are open to feedback
- The Biotest complaints procedure is clearly publicised, free and easy to use
- We will use the outcome of complaints and any remedial action as a positive method of monitoring performance and improving our services

Our staff respond positively to feedback and are aware of the process for resolving complaints

- Our Managing Director has overall responsibility for the complaints-handling process
- We provide adequate staff and resources to deal with complaints
- We ensure that relevant staff are made aware of the complaints procedure and understand their responsibilities to deal with complaints appropriately and promptly

We keep our customers informed

- We contact people who have submitted a complaint (complainants) within 1 working day to acknowledge receipt of the complaint
- We keep complainants informed about the progress of their complaint and provide updates on request
- Complaints are tracked from initial receipt until the complainant is satisfied or a final decision is made

We deal with complaints quickly and fairly

- Complainants are treated courteously and complaints are dealt with promptly and according to their urgency
- We will endeavour to resolve complaints immediately but in more complex cases we aim to respond within two days of receiving the complaint
- Where our review exceeds two working days, we will make contact to explain the reasons for the delay, and indicate when we expect to be able to complete our review of the complaint.
- We address each complaint fairly and in an unbiased manner

We keep clear records about the complaints

- We make a record of complaints as soon as they are received, including:
 - A description of the complaint
 - The products or services complained about
 - The remedy requested by the complainant
 - The due date for a response
 - Any action taken
- We will not pass on personal information

We aim to resolve complaints to our customers' satisfaction

- We investigate the circumstances and information surrounding a complaint
- Once an investigation has been carried out, we inform the complainant about the proposed decision or action
- If the complainant accepts the proposal, this is carried out and the complaint can be closed
- If the complainant is dissatisfied with the response, they have the right to ask for reconsideration of the response by the Managing Director and further escalation
- Complaints remain open until the customer is satisfied, or all reasonable forms of resolution have been tried

We monitor the complaints handling process

- We analyse the complaint records to identify serious or recurring problems
- We regularly assess satisfaction with the complaints handling process
- We monitor the complaints handling process to ensure the right personnel, resources and procedures are in place