

ALS Life Sciences Ltd

COMPLAINT PROCESS FOR CUSTOMERS 2019

ALS Life Sciences Ltd is committed to delivering excellence in all areas of analytical laboratory services. Creating lasting partnerships with our customers through continuous improvement is a key goal for our business. ALS believes this is best achieved through open and honest communication and is why we are always keen to hear from our customers about how we can do things better.





1. Getting in Touch

ALS Life Sciences Ltd is committed to delivering a premium service for our customers and we welcome feedback via email, phone, customer surveys or social media. Whilst we always strive to provide customers with the best laboratory experience possible unfortunately, on occasion, things can go wrong.

We recognise that this can be frustrating for our customers, but letting us know when you feel that service has fallen below the standards you should expect provides us with the opportunity not only to fix things which have gone wrong, but also to implement change to improve our service next time around.

This document lets you know how you can feedback to us about any issues you are experiencing, who your best point of contacts are and also, more importantly, what we will commit to once you do get in touch.

1.1 How to Contact Us

The best way to contact ALS Life Sciences Ltd is via email or phone so we can discuss and process your query promptly. If you have a regular point of contact feel free to highlight any concerns directly with them and they will ensure that your issues are conveyed to the relevant staff and that this is recorded formally and handled through our standard complaint process. The main Client Services team at Hawarden are always happy to assist and can be contacted directly on the details below:

- Email: hawardencustomerservices@alsglobal.com
- Tel: 01244 528 777
- Address: ALS Life Sciences Ltd, Hawarden Business Park, Manor Lane, Hawarden, CH5 3US

2. Information We Will Need

When a complaint is received by ALS it is important to us that we understand fully the issue(s) being raised and the implications to our customers. To get to the bottom of the issue we will often need some information from you to make sure that the right person handles your complaint and that our investigations are as thorough as possible. If possible, when contacting us it would be great if you could confirm the following information:

- Project Name/Reference. Any information about the project(s) which have been impacted is really useful as a starting point.
- Sample Delivery Group (SDG). If this relates to certain sample reports then this can help us quickly identify which samples are affected and where we need to focus our investigation specifically.
- Key Points of Contact. If there are any group of people that may be interested in the outcome we can ensure that all relevant parties are kept informed of the progress of the complaint and the outcome. Any contact numbers/emails etc. will all help to make sure that the right people are kept up-to-date with our findings.
- Consignment Information. If your issues are related to logistics (deliveries or collections) then providing any details of your consignment reference helps us to ensure that we can work with the courier directly to reach a resolution and put in more effective preventative measures moving forward.



3. What Happens Next?

ALS will always endeavour to resolve any issues with you as quickly and as fairly as possible and ensure that you are informed of what is being done throughout the complaint process.

Where we identify that a mistake has been made we will always try and implement corrections promptly and work alongside you to ensure that the issue is not repeated.

Where more information is required ALS staff will also ensure that those questions are asked and we communicate with you to ensure that both parties have the information they need.

3.1 Response Times and Complaint Resolution

ALS will do everything we can to get your complaints resolved as quickly as possible, however for more complex queries we may need a little more time to understand the extent of the issue and what needs to be done to put things right.

You should expect an initial response to your query within **48 hours** of your complaint being raised. This will provide you with a complaint reference number and details of our initial findings and plans for further investigation as well as contact details for the person handling your complaint.

ALS will endeavour to provide a full formal response within **7 days** of the complaint receipt inclusive of a thorough and complete formal investigation of the issues raised. This is referenced through ALS' internal quality system with all associated investigations recorded and counter-signed by the senior management team. This will include:

- An overview of the issue/complaint to ensure we have fully covered your concerns.
- Details of the investigation findings and any corrective measures which were needed to rectify the issue.
- An overview of preventative measures which have been introduced to try and minimise or eradicate any future problems.
- Our final response will explain how we have reached our findings and this can be confirmed via email, or where requested, a formal letter or report.

4. Following Our Response

If you are not satisfied with our response or the resolution of your complaint and you would like to take it further then please do not hesitate to get in touch via any of the contact routes above and we will be happy to review this for you.