

We take each customer concern seriously and as an opportunity to improve. Your feedback is important to us.

Feedback/complaint received by:

Phone: +64 27 286 6129

e-mail: scb@scbio.co.nz

Website: www.scbio.co.nz/contact



What to Expect:

Acknowledgment: You will receive an email acknowledgement of your concern within 48 hours.

Phase-1 Investigation: The laboratory will confirm responsibility and validity.

Phase-2 Investigation: The lab will investigate the concern thoroughly following our internal processes for Complaints and Nonconforming Outputs, aiming to identify root causes and corrective actions.

Updates and Outcomes: Where practical we will keep you apprised of the investigation progress. You will be notified of the outcomes when the investigation is concluded. If needed Amended Reports will be issued. The customer may receive or request a summary copy of the investigation.

Complaints Process

