

Complaints Process

SC Bio Limited 40 Kenwyn Street Parnell, Auckland 1052 office: +64 27 286 6129 email: scb@scbio.co.nz website: www.scbio.co.nz

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.



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Feedback / complaint received and acknowledged All staff **Procedures P-790 Complaints Nonconforming** Outputs and/or P-870 Nonconformity Corrective Action are used to process the complaint The complaint is entered into Form F-790-001 and assessed by Management and actions assigned Non-Conformance Report: No Action Required Form F-790-002 Non-**Conformance Report Corrective Action Request:** Form F-870-001 CAR Retest and / or amended result The customer is informed of the result of the complaint process by email or phone Close complaint in form F-790-001