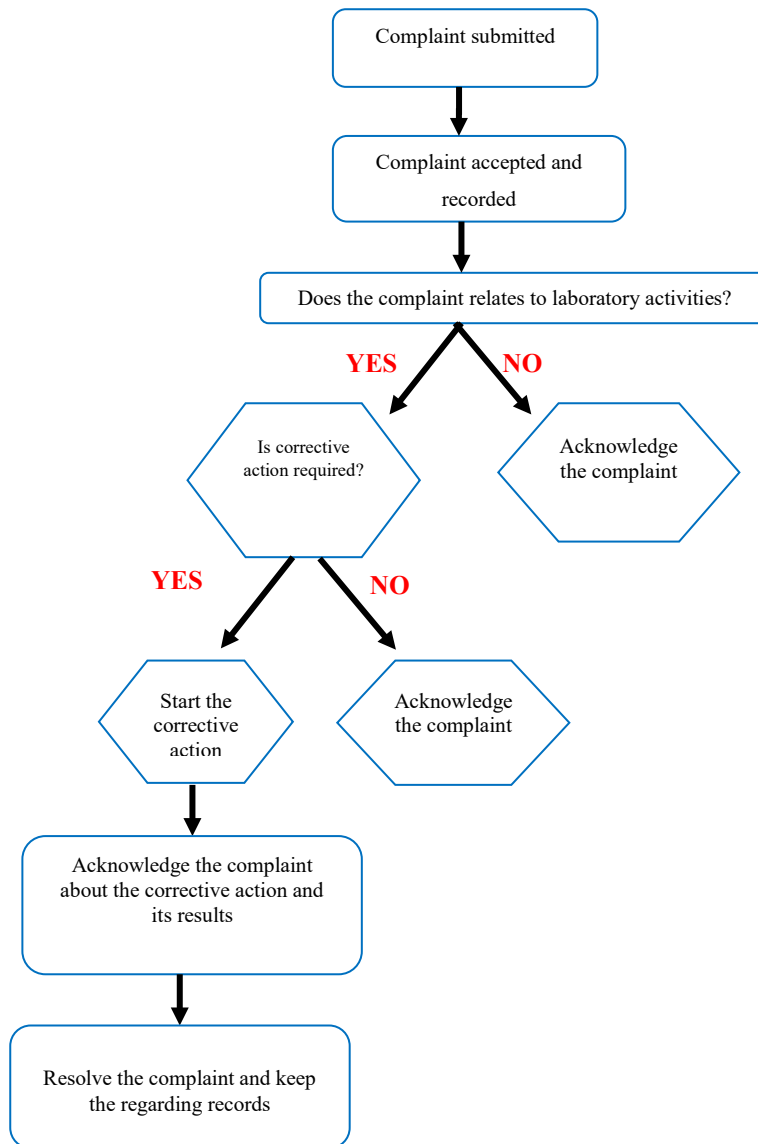


COMPLAINTS



- *A complaint can be received verbally, by phone, by email, by using our web site or in writing.*
- *A complaint is handled by individual(s) not involved in the original laboratory activities in question according to the process chart shown above.*
- *The laboratory shall be responsible for all decisions at all levels of the handling process for complaints.*