



Complaint Procedure

Customer Care Statement

It is the function of AHT Diagnostic & Genetics Laboratory Services to meet customer requirements and expectations by providing accurate, repeatable, reliable results and advancing veterinary science within the appropriate statutory, regulatory and quality framework.

The views of our customers are important to us, to help ensure that our services meet their needs and contribute to optimal patient care/animal welfare.

If you are unhappy with any of our laboratory services it is important that you let us know, by contacting the Manager of the Laboratory that provided you with the service, or the Quality Manager:-

Head of Quality Management
Animal Health Trust
Lanwades Park
Kentford
Newmarket
Suffolk
CB8 7UU

Tel: 01638 555622
Email: quality@aht.org.uk

We will acknowledge receipt of your complaint within 48 hours (two working days) of receiving it, to clarify our approach for investigation and potential resolution. Complaints are handled according to a documented procedure within our quality management system.

The Laboratory Manager has overall responsibility for dealing with all complaints made about our laboratory services and for identifying all relevant information available in connection with the issue. This will include notification or escalation to other members of the organisation as necessary.

We will keep you informed about the progress of the investigation. We aim to have all complaints resolved within 28 days unless we agree a different time scale with you. At that time we will provide you with a summary of the conclusion to our investigation.