

# CUSTOMER INFORMATION ON COMPLAINTS MANAGEMENT

## 1. PURPOSE AND COMMITMENT OF THE LABORATORY

At AQCLab, customer satisfaction and the technical rigor of our evaluation activities are key priorities. The laboratory has a transparent, traceable and effective procedure in place for receiving, assessing and resolving complaints or claims relating to its activities.

Any customer, user or other interested party may lodge a complaint without this affecting the treatment they receive, or the objectivity of the services provided.

**Confidentiality and impartiality.** The information contained in the complaint will be treated confidentially and will only be disclosed to those persons necessary for its investigation and resolution. The laboratory will avoid conflicts of interest: the investigation and the decision will be carried out, as far as possible, by persons who have not been involved in the activity that is the subject of the complaint.

## 2. HOW TO MAKE A COMPLAINT

Any interested party may lodge a formal complaint via the established channel set out below.

Complaints or claims may be submitted in writing via the contact email address provided by the laboratory: [contacto@aqclab.es](mailto:contacto@aqclab.es).

To facilitate the processing of your complaint, we recommend that you include:

- Contact details of the person or organization making the complaint.
- A clear description of the facts, the service concerned and the approximate date.
- Any available documentation or evidence, where applicable (relevant evaluation report, etc.).
- The outcome or clarification sought.

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### 3. STAGES OF THE PROCESS

- 1 Receipt and acknowledgement of receipt**  
The complaint is recorded and an acknowledgement of receipt is sent to the complainant. Further information will be requested if necessary.
- 2 Preliminary assessment**  
The complaint is verified to be related to the laboratory's activities and its scope, priority and responsible staff are defined.
- 3 Investigation**  
The relevant facts, records and evidence are reviewed, and the causes that may have contributed to the situation are identified.
- 4 Decision-making**  
The response, corrections and, where appropriate, corrective actions are determined. Decisions are made by competent staff with no conflict of interest (who were not involved in the original laboratory activities that gave rise to the complaint).
- 5 Notification and closure**  
The outcome and the actions taken are communicated in a **formal, reasoned response**. The case is closed once the planned actions have been completed and their effectiveness verified, where applicable.

### 4. TIMEFRAME AND COMMUNICATIONS

The laboratory will endeavor to resolve complaints promptly. If it is not possible to provide a final response within a reasonable timeframe, it will keep the complainant informed of the situation and the next steps.

### 5. RECORDS AND DATA PROTECTION

The laboratory keeps the necessary records and uses the information obtained to improve its operations and prevent recurrence. Personal data is managed in accordance with the applicable regulations and internal confidentiality rules.

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## 6. CONTACT DETAILS

To make a complaint or request further information about this procedure, please contact the laboratory's Quality Manager via email at: [contacto@aqclab.es](mailto:contacto@aqclab.es).

Note: This document is a summary of external information. The laboratory's full internal procedure sets out the applicable records, responsibilities and controls.

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