

Customer Complaint Process at IDEXX Laboratories Ltd

IDEXX Laboratories strive to offer the highest level of service to you our customer, your clients and their pets. There may be occasions where the service offered may fall short of your expectations and when this occurs, the below methods are available for reporting complaints.

Reporting a Complaint

If you would like to report a complaint you can;

- Contact the UK Laboratory Customer Support Team;
 - By phone on UK + 44 (0) 2037 887508; Eire + 353 (0) 156 21211
 - By email; customersupportUK@idexx.com
- Contact your local Veterinary Diagnostic Consultant by phone or email.
- Write a letter addressed to the Laboratory Manager at the below address;
IDEXX Laboratories Ltd
Grange House
Sandbeck Way
Wetherby
LS22 7DN
- In all correspondence please explain the reason for your complaint and any specific details including your full name, practice address and where applicable the animal and owner name and the unique laboratory reference number.

Evaluation & Investigation Process

Complaints made against the service provided by IDEXX Reference Laboratories are escalated to a member of the Customer Relation Team where they are impartially evaluated by a person independent from the laboratory processes themselves.

Where a conclusion is made that the laboratory has deviated from a policy or procedure the complaint is;

- Escalated to the head of the appropriate department responsible to investigate.
- Investigated using root cause investigation processes to determine the true root cause for the issue and the reason why the event occurred.
- Choose appropriate corrective actions, to address the root cause, and ultimately prevent recurrence.
- Pro-actively identify any further opportunities for improvement to prevent occurrence of any issues in the first instance.
- Assess the risk and the potential impact to any other patients that may have been or could be affected.
- Address and action any specific concerns and/or requests.
- Contact you with the outcome of the investigations performed and where needed provide a written summary.
- Periodically reviewed by the Quality team to ensure the effectiveness of any implemented processes and/or actions, and the identification of recurrent issues.