

WESTERN CAPE PROVINCIAL VETERINARY COMPLAINTS PROCEDURE

1. How does a client submit a complaint?

Clients are afforded the opportunity to submit an official complaint directly to the laboratory at any time. Clients that have sent in samples for testing and have provided a valid email address will be sent a client survey every two years, and also have an opportunity to submit a complaint at that time.

2. Procedures to follow

2.1. Complaints may be directed to the laboratory in person, by telephone or by email. Relevant contact information is provided below:

Function	Tel	Email
Reception	021 8087510	maybre.isaacs@westerncape.gov.za
Technical manager	021 8087512	francois.dreyer@westerncape.gov.za
Quality controller	021 8087513	renee.debeer@westerncape.gov.za

2.2. Please note that the laboratory is not able to investigate and resolve a complaint if the complaint is anonymous or if insufficient information is provided. Please provide as much detail as possible when communicating with the laboratory to ensure that the laboratory can investigate the complaint thoroughly. As a general guideline, please supply at least the following information related to the laboratory activity and the details of the complaint:

- Name, contact email and number (telephone / cell number) of the complainant.
- Date or if unknown, the estimated date when the laboratory activity or incident occurred.
- Laboratory reference number(s) (Submission number(s)), if applicable. Note that this will be the number visible at the top of the laboratory report with the following format "SYYYY/MM_000X".
- Detailed description of the complaint. Include any relevant information such as laboratory official name(s), tests performed, etc.

2.3. The laboratory may contact the complainant to obtain further information if necessary, before registering an official complaint for investigation.

2.4. Laboratory response to a complaint

2.4.1. On receipt of an official complaint, the laboratory will notify the complainant within 5 working days by email to inform the complainant of the reference number of the complaint. Note that when a complaint is submitted via the client survey, the client will be contacted by email within 5 working days after the client survey report has been compiled and finalised.

2.4.2. The laboratory will endeavour to complete the complaint investigation within 30 working days. If there are any delays, this will be communicated to the complainant and the new expected completion date will be communicated to the complainant.



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- 2.4.3. Please note that the investigation will be completed, reviewed and approved by officials not involved in the original laboratory activities that lead to the complaint.
- 2.4.4. After the investigation has been completed, the outcome will be communicated by email to the complainant within 5 working days. The complainant will be informed if there was any departure from quality system policies and procedures and if a non-conformance was issued to investigate and implement any corrective actions. If a non-conformance is not required, the complainant will be informed of this along with any other relevant explanations.
- 2.4.5. The laboratory will take note of any further information communicated by the complainant and respond accordingly.
- 2.4.6. The complaint investigation procedure is considered to be closed and resolved after communication with the complainant has been concluded or if no further response is received from the complainant.

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