

Complaint Procedure

Customers can send complaint notifications through these channels:

1. On the [Applus+ Laboratories website](#) (where this procedure is also available).
2. By **email**, to their normal person of contact at Applus+ Laboratories.
3. By **telephone**, to their person of contact at Applus+ Laboratories.

The complaint notification is **forwarded internally** to the Quality Manager of the service in question.

Verification and Validation of the complaint is performed by the Quality Manager.

The Quality Manager confirms **reception and validation** of the complaint to the customer.

Internal handling of the complaint is performed by individual(s) not involved in the service complained about.

Complaint handling includes root cause analysis, containment and corrective actions.

The Quality Manager communicates the **corrective actions implemented** to the customer.