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.

Public Complaint Procedure, October 2021