

PARTICIPANT COMPLAINTS FORM

RIQAS aims to resolve correspondence expressing dissatisfaction with the RIQAS product or service through effective communication with our participants. Participants who have been unable to satisfactorily resolve an enquiry, through prior communication with the RIQAS Team, may submit a complaint by completing this form and returning it to mail@riqas.com. This form must be completed **in English** either by participant or their local Randox Representative.

Full contact details, details of the complaint and evidence which the participant feels will support the complaint must be submitted on this form.

NOTE: This PARTICIPANT COMPLAINTS FORM should only be completed for expressions of dissatisfaction regarding the product or service received. If dissatisfaction relates to evaluation of participant performance which the participant feels is incorrect, a PARTICIPANT APPEALS FORM, 10770-RQ, must be completed. Requests for the submission of late or corrected results must be requested on the REQUEST FOR SUBMISSION OF LATE OR CORRECTED RIQAS RESULTS FORM, 9277-RQ.

Complaints are reviewed and the outcome authorised by RIQAS Management. The matter will be raised with the Professional RIQAS Advisory Panel if it cannot be resolved between RIQAS and the participant. This will increase the length of time to resolve.

Within two weeks of submission of the complaint, participants will be notified of the outcome or a progress report on the status of the complaint according to the requested response method stated on the form below.

Participant details, please complete			
Lab Ref No.			
Contact name, Job Title, Laboratory Name and Address			
Country		Randox Representative/Distributor	
Please state the details of the complaint attaching any supporting information which you feel is relevant, including any previous correspondence you have had with RIQAS regarding this matter.			
Who should the RIQAS response be sent to?: <input type="checkbox"/> Participant <input type="checkbox"/> Randox Rep/Distributor			
How should the RIQAS response be sent: <input type="checkbox"/> Posted letter <input type="checkbox"/> e-mail (please state below)			
e-mail address:			
THE FOLLOWING SECTIONS ARE FOR RIQAS USE ONLY:			
Complaint received by:		Date:	
Investigation and outcome:			
Respond type:		EQR number:	
Outcome authorised by:		Date:	
Participant notified by:		Date:	

Please submit this completed form to mail@riqas.com.

Please contact RIQAS at

Tel: +44 (0) 28 9445 4399

Fax: +44 (0) 28 9445 4398

E-mail: mail@riqas.com

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