

COMPLAINTS PROCESS

The Awanui network of laboratories are IANZ accredited, providing clients with the confidence that our technical competence is of the very highest standard. Awanui is committed to delivering service excellence to our veterinary and analytical clients.

As part of our commitment to delivering an excellent service, Awanui will investigate all complaints thoroughly and in a timely manner.

How to make a complaint?

- Complaints can be made via phone or email – contact your local laboratory or Category Manager
- Email is preferable to ensure the correct information is received and is easily accessible
- Where possible, include specific details (e.g. case number).

Handling of a complaint

- Your complaint will be recorded immediately
- An appropriate investigator will be assigned
- Receipt of your complaint will be acknowledged by phone or email.

Investigation

- Your complaint will be investigated by the assigned investigator (usually the senior technician or section leader of the discipline involved)
- A root cause analysis will be carried out, identifying any improvement opportunities or corrective actions that may be necessary.

Outcome and resolution

- The outcome of the investigation will be reviewed by an impartial senior staff member
- We will advise you of the outcome and investigation completion by phone and with a follow-up email.

Contact details

Auckland laboratory:	09 5744 701	auckland.vetlab@awanuigroup.co.nz
Palmerston North laboratory:	06 3567 100	palmerston.vetlab@awanuigroup.co.nz
Christchurch laboratory:	03 3799 484	christchurch.vetlab@awanuigroup.co.nz
Fond Farewells:	03 3253 654	fondfarewells@awanuigroup.co.nz
Dunedin laboratory:	03 4894 600	dunedin.vetlab@awanuigroup.co.nz
Awanui Scientific:	03 4894 600	scientificsales@awanuigroup.co.nz