

Title: **SBSLAB-CF SBS Biomarker Laboratory Complaint Form**

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SBS Biomarker Laboratory Complaint Form

At the SBS Biomarker Laboratory, we strive to provide excellent clinical service to our users, maintain the highest quality in biomarker diagnostics, and uphold our medical laboratory accreditation with ISO15189 standard. If our service was not entirely satisfactory, we would like to hear from you in order to address your concerns and to improve our service.

At the SBS Biomarker Laboratory, we treat every complaint with the utmost seriousness and are committed to handling your concerns promptly, confidentially, and fairly.

You are encouraged to submit a complaint if you have:

- Received unsatisfactory service (such as delays, errors, or negligence);
- Concerns regarding the accuracy of reports or test results;
- Concerns about how personal data has been managed;
- Observed unprofessional or inappropriate conduct by any of our staff;
- Identified any violations of health, safety, or hygiene standards.

If you wish to submit feedback which does not amount to a complaint, please fill out our online Service User Feedback Questionnaire.

Raising a complaint

To raise a complaint, complete this document (form below) and send it to complaints@brainsciences.scot. We will confirm receipt of your complaint within 2 working days in writing. We may request further information to aid our investigation. We aim to issue a resolution within 20 working days.

Complaint Form <i>to be completed by the service user</i>	
Full Name	
Telephone Number	
Email	
Company name and address	
Date, time and location of the occurrence	
Description of the issue (including relevant details such as type of test, staff interaction, etc.)	
Supporting documents provided (list here)	
Preferred resolution (corrected result, repeat test, apology, etc.)	
Any other relevant information	

The SBS Biomarker Laboratory handles personal information in accordance with the most recent General Data Protection Regulation (GDPR). This is outlined in the SBS Data Protection and GDPR Compliance Policy. By submitting this form, you agree that your data will be handled in this way.