

1. PURPOSE

In order to develop our activity as effectively as possible, Laboratorio Juan Antonio Tello S.L.U offers clients an effective and efficient system for handling claims and complaints. We are focused on offering quality service establishing as first priority in our quality policy:

“A company committed to its clients, we know them and take care of every request and need”

This process will cover every activity related to service delivery that is likely to generate any kind of risk to our organization.

The Management will ensure that a planning of the process is carried out in order to increase client satisfaction.

2. DEFINITION

- Customers: An organization or legal person who receives a product or service.
- Stakeholders: They are individuals or organizations that have an impact on the organization's ability to provide services and can consistently meet customer needs.
- Claim/Complaint: Expression of dissatisfaction made to an organization regarding its products or the complaint handling process itself. An explicit or implicit response or resolution addressing the subject is expected.

3. CUSTOMER SERVICE

Laboratorio Juan Antonio Tello S.L.U has considered all the necessary measures to ensure that customer service, which is defined as the set of services and activities connected with the customer that seeks a bond with their needs or requirements, is carried out with total efficiency, safety and speed.

To this end, a Customer Service Department has been created to ensure that complaint and claim resolution is carried out in a competent and effective manner, avoiding at all times any conflict of interest by putting professionalism before any explicit or implicit benefit.

4. PROCESS PLANNING AND DESIGN

4.1 DEADLINES AND COMPLAINT SUBMISSION

The deadline for complaint/claim submission will be of maximum 15 calendar days after issuing the report, provided that there isn't any unpredictability that could delay deadline achievement. If so, the customer will be informed of such delay.

Complaints and claims submission should be done either in hard copy or through the communication channels that the Laboratory has available for such purpose (fax, email of the people in charge, etc). This way allows the reading and preservation of the comunicués. Complaints or claims may be filed:

- (a) At the Laboratory facilities, either by postal mail or in person.
- (b) By e-mail contacting the responsible person.
- (c) By filling in the existing form in the customer area of our platform <http://resultados.jatello.com>.

e) By sending the documentation by postal mail or to our fax number 953 28 15 62 and addressing the Customer Service and/or Quality Department. Filling in either the document PE02-PD06-F6 in paper form available on the website or the customer's own format.

In all cases, the minimum information required for processing will be:

a) Name, surname and address of the interested party. In case of being presented by a representative, an express authorization of the interested party.

b) Reason for the complaint or claim with a clear specification of the issues on which a declaration is requested, and when appropriate, the amount claimed.

Once the claim has been received, it will be first included in the system and then it will be processed.

4.1. PROCESSING

Once the claim has been collected for processing, we will proceed to its registration confirming the opening of a file. This will be communicated to the client through the corporate email that has been defined.

Additional information may be requested to the concerned entity in order to carry out the processing of the claim/complaint. The claim will be rejected if the claimant does not provide the additional information necessary. In these case, the Customer Service Department will expressly communicate that the claim had to be rejected.

A person would be appointed as responsible for studying or investigating the complaint in question. He or she will be in charge of gathering as quickly as possible the necessary information with the aim of validating the claim and carrying out a follow-up. Objectivity and impartiality during the processing will be guaranteed.

The interested party may abandon the complaint process at any time by indicating so through any communication channel made available by the Laboratory. The dismissal of the claim means the immediate termination of the process.

4.2. CLOSURE AND NOTIFICATION

The complaint process should finish in a maximum period of 15 calendar days from the date the complaint was filed, provided that there is not any unpredictability preventing compliance with these deadlines. In such case, the customer will be informed of the delay.

The resolution will be notified to the interested party through the electronic means in use allowing its preservation or by the format expressly designated by the claimant. In the event that the client is not satisfied with the result, the claimant may go to the Management of the Laboratory to formalize his/her disagreement.

4.3. RESERVE AND CUSTODY OF RECORDS

Information related to opening, processing, monitoring and closure will not be disclosed or provided to third parties without the express consent of the interested party, following our Privacy Policy, unless it is requested by judicial or administrative authorities. In case, and without prejudice, the statistical data and criteria contained in the decisions could be made public, the anonymity of the clients will be preserved.

4.4. NON-ADMISSION TO PROCEDURE

Complaints and claims may only be rejected for processing in the following cases:

(a) If information essential to the processing is omitted, such as the reason for the complaint, details of the applicant, etc.

b) When it is required a complaint/claim processing involving resources within the competence of official or judicial administrative bodies, or the same one is slope of resolution or litigation.

c) When the reasons on which the object of the complaint/claim is focused do not refer to specific operations of our entity.

d) When complaints or claims are filed reiterating previous ones already resolved and being submitted by the same client in relation to the same facts.

e) When the maximum period established for complaints and claims submission has expired.

When the claim is not considered admissible for processing, it will be communicated to the interested party by direct communication through the established corporate email.

Revision: 00
Date: 23/05/2019

 (+34) 953 281 116 | 953 281 250

 P.I. Los Olivares. C/La Iruela, 8. (23009) Jaén

Es necesario recoger y tratar sus datos personales, siendo responsable del tratamiento LABORATORIO JUAN ANTONIO TELLO SLU C/ LA IRUELA 8 23009 JAEN. En cualquier momento, puede ejercer sus derechos dirigiéndose por escrito a la dirección del responsable, siendo necesaria su identificación. A continuación, le informamos del resto de aspectos concernientes al tratamiento de sus datos personales:

- Legitimación del tratamiento: Obligación legal (LEY 58/2003 GENERAL TRIBUTARIA) | Obligación de proporcionar datos: Datos identificativos. Datos de contacto | Destinatarios: Encargados de tratamiento | Plazos de conservación: Se conservarán los datos durante el tiempo que indique la ley tributaria | Derechos: Acceso, rectificación, limitación del tratamiento. | Derechos: Acceso, rectificación, limitación del tratamiento. | Autoridad de control: Agencia Española de Protección de Datos, para la presentación de reclamaciones.