

FLOWPATH COMPLAINT PROCESS

Submission Of The Complaint

- Complaints can be submitted to Flowpath via the following methods:
- 1. Telephone: by phoning the closest laboratory / depot. Telephone numbers are available at www.flowpathlab.co.za
- 2. E-mail: by e-mailing the laboratory / depot or using: clientservices@flowpathlab.co.za
- 3. Face-to-face: by verbally complaining during a visit to the laboratory / depot.
- 4. Service Evaluation Surveys: Completed during a visit to the laboratory / depot
- 5. Flowpath website: www.flowpathlab.co.za - log complaint under "Contact Us" field on website
- 6. WhatsApp - send a message to our WhatsApp number: 060 741 2622

Logging The Complaint

- Flowpath Staff Member receiving the complaint will log the details of the complaint and send it to Client Services

Complaint Investigation

- Client Services or the relevant department supervisor will be assigned to the investigation of the complaint.

Root Cause Analysis

- A proper Root Cause Analysis is performed by the investigating officer.

Immediate Action

- If necessary; immediate action is taken to address the complaint immediately.

Corrective Action

- Corrective Action is taken to address the root cause.

Mitigating Action

- Mitigating Action is implemented to prevent a similar complaint (where applicable)

Feedback

- Feedback is provided to client within 48 hours.

Complaint Monitoring

- Actions are monitored via trend analysis