Complaints and Feedback Policy

If you have a compliment, a suggestion on how to improve our services, or a complaint, we would like to hear about it.

Compliments or suggestions:

We are always pleased to know that we are providing high-quality service, or our team is doing a good job. We are also constantly looking for ways to improve our service, if you have any suggestion, we would like to hear from you.

Let us know if you have a concern or complaint:

Please inform one of the laboratory management team should you have any questions or concerns about our service as soon as possible. This will make it easier for them to quickly resolve your matter.

1. First, inform one of the laboratory management team, they may be able to immediately resolve your concern.
2. If unavailable, discuss your concerns with one of the deputy managers or senior technicians.
3. If you are unable to resolve your concern directly with a member of the team, please then write to the general manager via email to either admin@axiomvetlab.co.uk or email@finnpathologists.com marking it for the attention of the general manager. This will then be considered a formal complaint, and full investigation will be instigated by a manager, independent of the activities leading to the complaint.

   Please include the following information:
   - Your Name
   - Your contact details
   - The date and time that your concerns relate to
   - A brief description of your concerns and
   - What we can do to best resolve this for you.

   The laboratory will acknowledge your correspondence within five working days. In some cases, they may need to carry out further investigation. In such cases, they will endeavor to respond to your concern within twenty working days and if they are not able to address your concern in this timeframe, they will let you know.

4. If you are not satisfied with the written response from the laboratory, then you may raise your concerns by emailing and requesting that your concerns are escalated and further investigations will be carried out.

Signed:



Samantha Weaver (Axiom General Manager)

Signed:



April Clarke (Finn General Manager)