

## UK Biocentre Complaints Procedure

This document defines how to manage complaints, received from customers and clients, to ensure that they are handled in a professional and timely manner. The content of this Complaints Procedure is publicly available and can be requested through the UK Biocentre website. This procedure is reviewed annually.

### Receipt of Complaints

A complaint may be registered in writing via email, verbally via a phone call or through the UK Biocentre website. Upon receipt of a complaint, this will be forwarded to the Project Management team who will allocate a project manager to lead the investigation on behalf of the customer. Acknowledgement of receipt of complaint will be sent to the sender within 48 hours of receipt. All complaints will be recorded in the UK Biocentre CRM system. For complaints received from a complainant who is not a UK Biocentre client, due consideration shall be given as to whether it is appropriate to answer, taking into account potential liability. This process is subject to requirements of confidentiality.

### Complaint Resolution Process

The complaint resolution process will be led by the allocated Project Manager. The Project Manager will draw support from relevant internal managers, while always ensuring independence and avoiding any conflict of interests. This may involve (but is not restricted to) the Quality Manager, Operations Director and Associate Director of Science .

The resolution process includes the following steps:

- i. An approximate timeline of the following steps will be sent to the complainant within 7 working days of receipt of the complaint. This will detail when the complainant can expect the following steps to take place. This will be dependent on the specific complaint.
- ii. Investigation of the situation that has led to the complaint. At this stage, if it is determined that the complaint is not relevant or cannot be substantiated, the complainant will be notified as such.
- iii. A written report that details root cause analysis, impact and any required corrective action.
- iv. The report will be provided to the client with a clear recommendation as to necessary actions.
- v. If necessary and with full agreement of the client, corrective or remedial action will be taken.
- vi. A review meeting will take place between UK Biocentre and the complainant to agree that the complaint can be closed.



vii. All steps in the process will be recorded on the UK Biocentre CRM system.

The timeframe for resolution will be determined on a case-by-case basis as per step i above. This may be affected by the responsiveness of the complainant or other third parties.

### Closure of Complaint

A complaint can be closed only after a final written response is provided to the complainant. A record of this communication shall be kept on the UK Biocentre CRM system.

### Public Information

On an individual case basis, UK Biocentre and the Complainant shall decide if the information needs to be made public. The information can only be made public upon formal agreement and authorization from both the Complainant and Client.

