Complaints Policy

Compliance with: Regulation 16 (Complaints), Regulation 20 (Duty of Candour), Accessible Information Standard, Equality Act 2010, UK GDPR, Data Protection Act 2018.

Applies to: Inify Laboratories Ltd.

1 Purpose

This Complaints Policy explains how customers, referrers, and partners can raise concerns about our laboratory services. We are committed to providing a high-quality, reliable and professional service. If something goes wrong, we want to know so that we can put it right, learn from it, and continuously improve.

Making a complaint will never negatively affect your access to the service or our working relationship with you.

2 Who Can Make a Complaint?

Complaints may be raised by:

- Referring clinicians and healthcare providers
- Clinical, procurement, or administrative staff
- Partner organisations
- Any individual or organisation affected by our service

N.B. Inify Laboratories does not have direct contact with patients.

3 How to Make a Complaint

The Complaint should be addressed to the Registered Manager and submitted by:

Email: support@inify.com
Telephone: +46 (0)8 276 725
Adress: Inify Laboratories Limited

Unit 191C Park Drive
Milton Park
ABINGDON
Oxfordshire
OX14 4SD

Please include as much details as possible so we can respond effectively.

All complaints will be acknowledged within 3 working days. A complete response will be provided within 15 working days, or we will inform you if more time is required.

We accept anonymous complaints; however, our ability to investigate may be limited.

3.1 Complaints About the Registered Manager

If you wish to complain about the Registered Manager or Nominated individual, the complaint will be escalated to the senior management team to ensure impartiality.

4 How Complaints Are Handled

Complaints are handled fairly, confidentially and without discrimination in line with the **Equality Act 2010.** We may request additional information to support the investigation.

If the complaint is a reportable safety incident, Inify Laboratories is responsible for reporting to authorities and for implementing safety corrective actions. A written apology will be provided in line with Duty of Candour requirements.

If you are not satisfied with our response, you may request that the complaint is escalated to the Registered Manager or Senior Leadership Team and then to:

Care Quality Commission (CQC)
Tel: 03000 616161

Please note that the CQC does not investigate individual complaints but does use feedback to monitor regulated services.

5 Learning and Improvement

All complaints are logged and reviewed regularly to identify trends and opportunities for improvement. Outcomes, corrective and preventive actions form part of our governance, audit, quality management and continuous improvement processes.

We use the outcomes to:

- Improve service quality
- Prevent recurrence of issues
- Strengthen communication with our partner healthcare providers

6 Records and Confidentiality

All information relating to complaints is handled and stored securely and in accordance with UK GDPR and the Data Protection Act 2018.

Access is restricted to authorised personnel.

Records are retained for a minimum of 10 years.

7 Review of This Policy

This policy is reviewed annually or sooner if required by regulatory or organisational changes.