

## **Procedure for complaints**

VALILAB Ltd. has a documented process for handling complaints, complying with MSZ EN ISO/IEC 17025:2018.

The process covers the acceptance, examination, assessment, decision-making and follow-up procedures for handling complaints indicated to the laboratory.

The laboratory handles only those announcements as complaints that are submitted to the company in writing by the Contractor (or other interested Party). Complaints may be submitted within 90 days after closing the evaluation affected.

Complaints can be submitted electronically to the e-mail address of VALILAB Ltd. (info@valilab.hu) , or by post to the address of the registered office: Hungary 1067 Budapest, Eötvös utca 49.

The complaints shall contain the subject and all the motives that can be deemed to be as an evidence for the nonconformity or improper behaviour regarding the activities or persons involved in the matter (evidence should be attached to the complaints).

In case the complaints do not include the information needed to the examination, the laboratory can ask for further information. If the Client does not give the necessary details, then the laboratory is not able to examine the complaint, and it informs the Client about this. The complaints handling procedure in its entirety is made accessible for the affected Client upon request.