

The complaints rule procedure is governed by the provisions of Act No. 89/2012 Coll., Civil Code, and Act 634/1992 Coll. on consumer protection, §19, paragraph 3. and Quality manual Laboratory SQI, IDEAL-Trade Service, spol. s.r.o.

- If the complainant customer is dissatisfied with the laboratory services or the results provided by the SQI Laboratory, they can place / report a claim or complain.
- Claims or complaints from customers must relate to SQI Laboratory activities for which it is responsible, otherwise the complaint will be considered unauthorized and the laboratory will not deal with it.
- Claims or complaints can only be made in written form and shall be address to the head of the laboratory (in his/her absence, the deputy head of the laboratory).
- A written complaint must include:
 - identification of the complainant (company name, address, ID number, contact, phone, e-mail)
 - the subject of the complaint, its description or the date of the defect,
 - what the complainant is demanding or proposing in his/her submission,
 - about the date of filing the complaint,
 - in the case of complaints about the measurement or the protocol, it is necessary to indicate the identification characters of the protocol,
 - identification of the person making the complaint.
- Claims or complaints can be applied by the customer no later than the 14th day after delivery of the service or results.
- Upon receipt, the head of the laboratory will confirm receipt of the claim or complaint to the complainant within 3 working days, usually by e-mail.
- The head of the laboratory will review whether the complaint is justified. In both cases, the customer will be notified in writing.
- If the claim is justified, the responsible person continues to resolve this complaint.
- The deadline for handling complaints is a maximum of 30 calendar days from delivery, unless the head of the laboratory and the complainant agree on a longer period.
- If it is not possible to meet the deadline for processing the complaint, the responsible person is obliged to inform the complainant about this fact, stating the reason, and must indicate a new deadline by which the matter will be resolved.
- The complainant is notified of the outcome of the resolution of the complaint or claim in writing, usually by e-mail.

Contact for claims and complaints:

Laboratory SQI, IDEAL-Trade Service, spol. s.r.o.; Řípská 1549/11a, 627 00 Brno,

Head of the laboratory: Ing. Marek Kejík, e-mail: kejik@itsbrno.cz

Valid from: 01. 10. 2024

Approved by: Ing. Marek Kejík