



PV Lab Australia – Complaints policy

Complaints are referred promptly to a Partner to acknowledge and to conduct/oversee investigation and corrective action. If that partner was involved in the services provided to the complainant, then another partner (another manager/ the company secretary) will be the point of contact for you as the client. The issue is recorded in our non-conformance register.

Where a customer query or complaint relates to PV Lab not conforming to its own procedures or agreed customer requirements, the potential non-conformance shall be investigated using our internal procedures. The investigation shall determine the appropriate corrective action (if any). Work may be halted and or repeated if there is likelihood that test results or reports issued are inaccurate and/or carried out with unacceptable deviations from lab procedure. The QSIS 'Manager responsible' is authorised to determine when work shall resume.

Decision as to acceptability of work shall be made by the QSIS independent manager. We will notify you as the client where work or reported results are recalled.