

COMPLAINTS PROCESS

AsureQuality is a state-owned enterprise providing services to primary industries with a focus on food safety and supply chain assurance. AsureQuality has several laboratories in New Zealand including the largest food testing laboratory in the southern hemisphere. These are supported by a network of subsidiary labs throughout South East Asia and Australia.

We take all complaints very seriously and will work with you to resolve any issues and take every opportunity to learn and improve. We will respond to any concerns raised within a reasonable timeframe. We aim to handle all complaints fairly, efficiently and effectively. All complaints will be evaluated against our own policies, procedures and operating standards.

Submission

Issues or concerns should be raised in writing and submitted by email to complaints@asurequality.com attaching any supporting evidence to the email. Please include 1) What happened, 2) How it impacted on you and your business, 3) what sort of resolution you would like.

Investigation

Upon receipt of your complaint it will be recorded and given a case number. We then assign it to the most appropriate member of our staff so that they can make contact with you should they need further information or clarification for their investigation.

All complaints are treated confidentially and without prejudice. We ensure complaints are overseen by a person who is impartial to the service and conduct in question but has the technical knowledge to fully investigate and understand what has happened and the subsequent impact.

Response

Complaints will be resolved with a written response from AsureQuality that includes details of the investigation, root cause analysis, corrective actions and any preventative measures that may be put in place. Where it is not possible to respond fully within a reasonable amount of time, progress updates will be communicated with you.

What if the response I receive is not satisfactory?

Forward the response to complaints@asurequality.com with your commentary of what is not accepted. We will then escalate the case for peer review and revert to you with our findings.

We are committed to being accessible and responsive to all feedback and complaints

Contacting us

We welcome feedback through our website <https://www.asurequality.com/contact-us/>, by email customerservices@asurequality.com or phone on 0508 00 11 22