

What can you do if you are not happy with the service you have received, or you are experiencing a problem?

In the first instance, please call or email our dedicated customer service team (please have your order number and/or your BioGrad reference number to hand)

Our team is available from 8am to 7pm Monday to Sunday to deal with any issues.

They can be contacted via:

clinical@biograd.co.uk

0345 565 1725

If a member of our customer service team cannot resolve your query, you are not satisfied with a response, or you wish to make a formal complaint, it is best to do this in writing (via email) to clinical@biograd.co.uk clearly stating your order number/BioGrad reference number, what the issue is, and what resolution you would be hoping to achieve.

Once we have these details, your complaint will be logged on our system and a complaint reference generated.

We aim to log and acknowledge your complaint within 3 working days of receipt and provide a resolution to your complaint within 15 working days.

(Please note, during busy periods, these timescales may be longer, we will however, aim to provide updates)

Your complaint will be reviewed by the Customer Service Manager and a letter will be issued to you via email to communicate the outcome of your complaint.

What can you do if you are not happy with the response to your complaint?

You can submit appeals request for the complaint to be looked at by the senior management team, providing any further evidence that you feel is relevant.

What can you do if you are unhappy with the outcome of your appeal?

If you remain unsatisfied by our appeals decision, you can contact the Laboratory and Testing Industry Organisation (LTIO), sending them details of your complaint.

They can be contacted via the following channels:

Telephone: 020 3884 0636

Email: info@ltio.org.uk