

	DEPARTMENT OF AGRICULTURE, FISHERIES AND FORESTRY DIRECTORATE ANIMAL HEALTH EPIDEMIOLOGY
	<p style="text-align: center;">PROCEDURE MANUAL:</p> GUIDELINES FOR CLIENTS THAT WISH TO LODGE A COMPLAINT, WITH THE DIRECTORATE ANIMAL HEALTH, WITH REGARD TO SERVICE PROVIDED BY A DAFF APPROVED LABORATORY
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A. BACKGROUND

In terms of Regulation 12 B of the Animal Diseases Act, 1984 (Act No 35 of 1984):

(1) *“A person or a laboratory that does diagnostic testing or screening for a controlled animal disease or a notifiable animal disease in any animal species, shall be registered with the Director”*

SANAS accreditation in terms of ISO/IEC 17025:2005 *“General Requirements for the competence of testing and calibration laboratories”* is a prerequisite for the above. In terms of ISO/IEC 17025:2005, clause 4.8 states that *“The laboratory shall have a policy and procedure for the resolution of complaints received from customers or other parties. Records shall be maintained of all complaints and of the investigations and corrective actions taken by the laboratory”*

Each laboratory has the responsibility and authority to take prompt action and deal with non-conformities, deficiencies, or out of control situation at any stage of the process in order to ensure timely detection and action.

B. WHEN TO LODGE A COMPLAINT WITH THE DIRECTORATE ANIMAL HEALTH?

Before lodging a customer complaint with the Directorate Animal Health, the complainant (client) should have communicated in writing with the laboratory to which the samples were submitted explaining the deficiency of the service along with basic evidence such as date samples sent and received by the laboratory, unique laboratory number, etc. which will establish the communication between the parties involved. Should the laboratory involved fail to reply, the complainant can lodge a formal complaint with DAFF by email (Epidemiology@daff.gov.za)

C. MINIMUM INFORMATION THAT MUST BE PROVIDED WITH THE COMPLAINT

1. Client's name, address, e-mail and telephone number;
2. Name and address of the laboratory;
3. Evidence including the date the samples were sent to the laboratory and the date the samples were received by the laboratory, the unique laboratory reference number;
4. who has been involved or affected,
5. A detailed description of the concern / complaint;
6. The name(s) of the person / people that has / have been contacted at the laboratory as well as copies of the communication(s), and
7. Any other documentation that will verify the problem.

D. CONTACT INFORMATION

The complainant must provide the Directorate Animal Health with correct contact information in order for the investigating person/team to contact the complainant to gather any further necessary information or to inform the complainant of the outcome of the investigation.

E. INVESTIGATION & CLOSURE

Every complaint will be investigated and documented. The complainant will receive a written acknowledgement that the complaint is being investigated. Once the complaint has been attended to, the complainant will be notified of the outcome in writing. Complaints will only be handled by DAFF once the complainant has proven that they have followed the appropriate channels for lodging a complaint directly with the laboratory.

Approved by:

DAH _____



Date _____

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