



ARL would like to be told of any complaints or feedback about our services. We take every complaint seriously and use all feedback as an opportunity to improve.

If you have a complaint or feedback, please contact the Customer Service team at [arl.lab@arllab.co.nz](mailto:arl.lab@arllab.co.nz) or 0800 100 668. ARL is committed to being accessible and responsive to all feedback and complaints.

ARL treats all complaints confidentially, professionally and efficiently. This is supported through our IANZ accreditation. All complaints are overseen by a person who is independent of the conduct or service in question and can provide an objective view. The Customer Service team act as the customer representative within ARL and will keep you informed of any outcomes, delays, or changes to the service.

When a complaint is received, ARL acknowledges the receipt of the complaint promptly. All complaints are logged into the ARL compliance system and assigned a unique identifier.

- All complaints are evaluated against ARL policies and procedures to confirm if the issue raised is within ARL's control.
- The outcome sought by the complainant is considered.
- Any complaint investigated includes evaluating the root cause of the issue and taking appropriate action to resolve it and prevent it from happening again.
- All evidence and communication are recorded under the unique identifier in the ARL compliance system.

## **Uncontrolled document when printed or pdf**

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