

Introduction

At **Yourgene Genomic Services**, we are committed to providing exceptional services and ensuring the satisfaction of our customers. This policy outlines our approach to handling complaints and resolving issues raised by our customers. We recognise that feedback, including complaints, is valuable for identifying areas of improvement and enhancing our service offerings. Our complaint handling policy outlines our commitment to addressing your concerns promptly, fairly, and effectively.

Our Key Values

Recognition: We value your feedback and are committed to acknowledging and addressing your concerns with the respect and attention they deserve.

Innovation: We strive to find innovative solutions to resolve complaints and improve our services, ensuring we meet your expectations.

Commitment: We are dedicated to resolving complaints in a timely and thorough manner, demonstrating our commitment to customer satisfaction.

Integrity: We uphold the highest standards of honesty, transparency, and ethical conduct throughout the complaint handling process, earning your trust and confidence.

How we Handle Complaints

IMPORTANT NOTICE: Yourgene Genomic Services is committed to ensuring patient safety and confidentiality. Please note that we are unable to engage directly with individuals whose samples have been submitted through another organisation. If you have arranged testing through a third party, kindly direct any inquiries, feedback, or concerns to them.

We adhere strictly to confidentiality protocols and will only provide test results to the authorised requester. Should you have any inquiries or concerns regarding test results, we encourage you to reach out to the provider whom testing was arranged through, as we are unable to disclose any data to any other parties.

1. Receiving Your Complaint:

- You can submit a complaint through our online portal (for NIPT services only) at <https://yourgenehealth.com/our-products/nip-t-solutions/nip-t/mynip-t/>, or by contacting our customer service team directly via customerservice@yourgenehealth.com.
- Complaints are logged in and assigned a unique reference number for tracking purposes.

2. Investigating Your Complaint:

- Our dedicated team will thoroughly investigate your complaint, gathering all relevant information and conducting a fair and impartial assessment. Complaints are systematically added to our Quality Management System, ensuring that data and information are protected, while our team investigate the case.
- We may reach out to you for additional details or clarification during the investigation process.

3. Resolving Your Complaint:

- Once the investigation is complete, we will propose appropriate solutions to address your concerns.
- We aim to resolve complaints promptly and to your satisfaction, keeping you informed of progress every step of the way.

4. Continuous Improvement:

- We continuously review and analyse complaint data to identify trends, areas for improvement, and opportunities to enhance our products and services.
- Your feedback is valuable in helping us refine our processes and deliver a better experience for you and all our customers. Please feel free to reach out to us at customerservice@yourgenehealth.com with any comments or suggestions.

Your Role

We encourage you to provide honest and constructive feedback, including complaints, to help us better understand your needs and improve our service offerings. Your input is essential in driving positive change and ensuring we continue to meet your expectations.

Contact Us

If you have a complaint or feedback, do not hesitate to reach out to our Customer Service team at ***customerservice@yourgenehealth.com***. We are here to assist you and ensure your concerns are addressed promptly and effectively.

Thank you for choosing ***Yourgene Genomic Services***.