



## **KWAZULU-NATAL PROVINCE**

AGRICULTURE AND RURAL DEVELOPMENT  
REPUBLIC OF SOUTH AFRICA

### **WHAT DO I DO IF I AM UNHAPPY WITH THE SERVICE I HAVE RECEIVED?**

#### **When this happens:**

It is best to try and sort out any concerns you may have, by sending an email to Allerton P.V.L. management, as soon as possible after the event or situation that caused you concern.

#### **What happens when I make a complaint?**

All complaints will be acknowledged in writing within two working days. Each complaint will be registered and sent to management who will respond to you directly. You may be invited to discuss your complaint further and/or you can ask for a meeting if you feel it would be helpful.

#### **How long will I have to wait for a reply?**

The Laboratory is committed to replying to complaints being raised as quickly as possible. You should expect acknowledgement within two working days and a reply within twenty-eight (28) working days. However, if your complaint is complex, it may take longer. If a delay occurs, we will inform you, explaining the reason and when you can expect a response.

#### **What kind of reply will I get?**

You will receive a reply via email from the management of Allerton P.V.L.

#### **Please supply:**

Your full name, address & contact numbers

Your farm or practice name

The date of the incident

Any reference number/s issued by the Laboratory

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