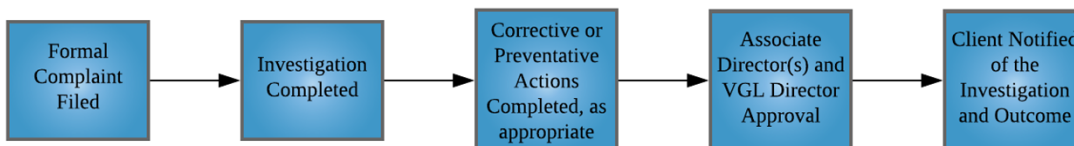


FORMAL COMPLAINT FORM

Superior customer service is very important to the VGL, and we value your feedback. Please use this form to articulate your formal complaint. Upon receiving a formal complaint, we will launch a thorough investigation of our laboratory's policies and procedures, communication logs, records of other feedback from clients and employees, and any other records required. Once the investigation is complete, we will implement any actions, be them corrective or opportunities for improvement. The investigation and outcome are reviewed and approved by our Associate Director(s) and the VGL Director. You will receive notification of the outcome once the investigation of your complaint is completed. Thank you for taking your time to express your concerns with us.



Complaint

Contact Information

We need at least your name and email in order to provide you notification of the outcome of the complaint investigation and any actions that were taken.

NAME:	PHONE:
ADDRESS:	CELL:
	OTHER:
EMAIL:	

Please email this form to custserv@vgl.ucdavis.edu, or send via mail to Veterinary Genetics Laboratory, One Shields Ave., Davis, CA, 95616.