



How to make a complaint to the Test Laboratory in Calata Gadda

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Complaints always represent for the Test Laboratory an incentive for the improvement of the quality of the service provided.

This document is a general guideline for customers and interested parties in order to make a **complaint** to the Test Laboratory about the test activity of the laboratory itself.

We can make complaints to the Test Laboratory of RINA Services in Calata Gadda through written communication using the inbox laboratory@rina.org and contacting the laboratory secretary at the phone n. +039 010 5385 770.

A complaint shall include all information can trace the activity of the Test Laboratory, aim of Your communication and your data in order to contact and inform you about the consequent actions of the complaint.

Normally, within 15 days from the date of the complaint receipt, we will send you a communication that informs you of the starting of the actions in the Test Laboratory.

At complaint receipt, the Test Laboratory will carry out necessary investigations and, at the end of all these, it will send a communication in order to inform you about the outcome of the investigations carried out and about any action put in place.