

## **COMPLAINT PROCEDURE – UNISTEL MEDICAL LABORATORIES (PTY) LIMITED**

1. Our customers are important to us and we request that you submit any complaint or compliment that you may have with regard to the service you received from Unistel to the following email addresses:  
Operations - [tdel@unistelmedical.co.za](mailto:tdel@unistelmedical.co.za)  
Human Genetics Division – [lheart@unistelmedical.co.za](mailto:lheart@unistelmedical.co.za)  
Animal Genetics Division – [crossouw@unistelmedical.co.za](mailto:crossouw@unistelmedical.co.za)
2. In your complaint kindly include your full name and surname, your identity number, your mobile telephone number, the nature of the complaint and any relevant documentation to support your complaint.
3. We reserve the right to further process the information you provide to us for the purposes of investigating your complaint.