

COMPLAINTS & USER FEEDBACK

In conjunction with ISO 15189:2022, Pathology First will seek feedback from our patients, users and personnel. Periodically Pathology First will perform formal user satisfaction surveys. The information gained from these surveys will enable laboratory management to look at the service we provide and decide how to improve it to meet the needs and requirements of our users, as part of our commitment to continually improve quality.

If you have concerns about any service provided by Pathology First please let us know using any of the contact details provided below. Formal complaints will be investigated in full accordance with our complaints procedure as we take all complaints and concerns very seriously.

How to contact us:

Email: pf.quality.team@synlab.co.uk
lppl.qualityteam@nhs.net – for emails containing patient information

Postal address: Quality Team
Pathology First
Dobson House
Bentalls
Basildon
Essex
SS14 3BY

Telephone: [01268 968222](tel:01268968222)