

# Laboratory Complaint FAQ

---

## WHAT QUALIFIES AS A COMPLAINT?

*A complaint is a report of any concerns about the quality of laboratory operations, testing, specimen submission, result reporting, or other services offered by the Waycross Public Health Laboratory (WPHL) and the Georgia Public Health Laboratory (GPHL).*

## WHO CAN FILE A COMPLAINT?

*Anyone, including submitters, patients and their families, laboratory personnel, and the general public, can file a complaint.*

## HOW DO I FILE A COMPLAINT?

*To report a complaint about a laboratory, contact either the Georgia Public Health Laboratory at 404-327-7900 or the Waycross Public Health Laboratory at 912-338-7050.*

## WHAT INFORMATION SHOULD I GIVE WHEN FILING A COMPLAINT?

*Please give as much information as possible when filing a complaint:*

- *Individual(s) involved or affected (e.g., patient's name, date of birth, sample identification number, etc.)*
- *A complete description of your concern (including patient/sample identification numbers, if applicable)*
- *Date(s) and time(s) of the incident(s)*
- *Your knowledge of the frequency and severity of the issue*
- *Your contact information (name, address, email address and telephone number)*
  - *You can also choose to remain anonymous*
- *Any other details or documentation about the problem (e.g., copy of patient test report)*

## DO I HAVE TO GIVE MY CONTACT INFORMATION?

*You may choose not to give your name and contact information and have your complaint be anonymous. However, we may not be able to contact you to gather any further necessary information or inform you of the outcome of the investigation.*

## CAN I STAY ANONYMOUS IF I GIVE MY CONTACT INFORMATION?

*If you give your name and contact information, the investigating entity will make every attempt to maintain your anonymity as permitted by Federal or State laws.*

## WHAT HAPPENS AFTER I FILE A COMPLAINT?

*All customer complaints are documented and reported to the Quality Improvement Team. Immediate preliminary resolution actions will be taken by the parties involved, whenever possible. Further investigation and corrective action will be completed and implemented by Laboratory Management and the Quality Improvement Department. Customer survey forms will be sent to clients periodically for the purpose of assessing the effectiveness of the Laboratory's total testing process.*