

# Customer Service Statement

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## Complaint Handling

HP Environmental, Inc. (HPE) is committed to providing high-quality laboratory services. This Customer Service Statement describes how we respond to complaints regarding our laboratory services and outlines the process we follow to review and resolve concerns raised by our clients.

### Submitting a Complaint

Clients may submit a complaint regarding our laboratory services through any of the following methods: e-mail, telephone, written correspondence or direct communication with the President or Laboratory staff. Upon receipt of a complaint, it will be documented and forwarded to the appropriate individual for review, investigation, and resolution.

### Acknowledgement and Response Time

HPE will acknowledge receipt of a complaint within **two (2) business days** whenever possible. An investigation will be initiated promptly, and every effort will be made to resolve the complaint within **thirty (30) days**. If additional time is required due to the complexity of the issue, the complainant will be notified and provided with an update on the status of the investigation.

### Our Commitment to You

During the complaint handling process, HPE will:

- Listen carefully to your concerns and ensure we fully understand your complaint.
- Treat you politely and respectfully, without prejudice.
- Address your complaint openly, objectively, and fairly.
- Manage and respond to your complaint in a timely manner.
- Explain our complaint-handling process and keep you informed of progress.
- Ensure you know whom to contact if you have questions during the process.

HPE strives to make our services accessible and responsive to our clients. We will work collaboratively and flexibly to understand and address your individual needs to resolve a complaint related to our services. Our communications with you will be clear, accurate, and free of unnecessary technical jargon whenever possible.

### Investigation and Evaluation

Our decisions will be based on objective evidence and may include:

- Reviewing all records, data, and documentation related to the service provided.
- Considering all information supplied by the complainant.
- Interviewing laboratory personnel or other staff involved, when necessary.
- Reviewing quality control data, analytical procedures, and laboratory records.
- Evaluating whether corrective actions or procedural improvements are required.

Following completion of the investigation, HPE will communicate the outcome of the review and clearly explain the reasons for our decision.

### **Confidentiality and Impartiality**

All complaints will be handled in a confidential manner. Information related to the complaint will only be shared with personnel directly involved in the investigation and resolution process. HPE will ensure that the investigation is conducted impartially and, when appropriate, by personnel not directly involved in the work being questioned.

### **Corrective Actions**

If the investigation determines that an error or deficiency occurred, HPE will implement appropriate corrective actions to prevent recurrence. These actions may include procedural changes, additional staff training, or improvements to laboratory processes.

### **Escalation and External Referral**

If a complaint cannot be resolved to your satisfaction, you may request that the matter be reviewed by HPE senior management. Senior management will conduct an independent review of the complaint. If appropriate, HPE will provide information regarding external organizations that may be able to review the matter, such as the relevant laboratory accreditation body or regulatory authority.

HPE will cooperate fully with any external review process and will provide relevant documentation as required to support a fair and objective evaluation of the complaint.

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