

Policy for the Follow-up of Complaints and Appeals



PreaLab manages customer complaints through the following activities and commitments.

Definitions

- a) Complaint: A formal expression of dissatisfaction regarding conduct or an irregular action in the provision of services.
- b) Appeal: An administrative remedy through which a client requests that a higher authority review, modify, correct, or overturn a decision, ruling, or denial of service.

Immediate Attention to Complaints

PreaLab is committed to addressing any customer dissatisfaction promptly. To facilitate this, a contact form is available on the website www.prealab.mx where clients can leave their information and submit inquiries or concerns. Additionally, clients can reach out via the direct phone line (+52 81 2871 3288) or email Oscar Hennings (oscar.hennings@prealab.mx) our General Manager.

Customer Communication

The follow-up of a complaint or appeal is carried out on a personalized basis through the General Manager. Communication with the customer is maintained at all times, keeping them informed of the status and progress of their complaint or appeal throughout the process.

Complaint Management

The General Manager is responsible for the administration, follow-up, and resolution of complaints or appeals within a period not exceeding 10 business days.
