

Complaint Handling Procedure

To ensure all complaints received by Bio-Shield Asia Pte Ltd are consistently addressed in an impartial and timely manner, while maintaining the confidentiality of all parties involved. The complaint handling procedure is as below :

Submission of complaint(s) can be made via Bio-Shield Asia website.

The details required for submission must include:

- Name of the complainant
- Contact information of the complainant
- Description of the complaint and it's relevant evidence
- Date and context of the issue

Acknowledge receipt of the complaint within 3 working days. Bio-Shield Asia will provide the complainant with an initial response outlining the complaint handling process.

Bio-Shield Asia will verify whether the complaint is within the scope of Bio-Shield Asia's activities and conduct investigation. Based on the investigation, Bio-Shield Asia will propose corrective and preventive actions and notify the complainant within 30 days. The final decision is reviewed and approved by personnel independent of the investigation.

All complaint-related information is handled securely and only shared on a need-to-know basis. Bio-Shield Asia ensures the complainant and other parties involved are protected from any form of discrimination.

Bio-Shield Asia will determine, in consultation with the complainant and audited client, whether the complaint and its resolution should be disclosed publicly, and to what extent.

The complaint record will be reviewed by Bio-Shield Asia periodically to identify trends and areas for improvement and update this procedure as necessary to enhance effectiveness and compliance.

Complaint Handling Procedure Flow Diagram

