

Appendix 2: Customer complaints/Queries/Observations/Appeals/Feedback for all Proficiency testing Schemes



National Health Laboratory Service

PARTICIPANT QUERIES/COMPLAINTS/OBSERVATIONS/APPEALS/FEEDBACK FOR ALL PROFICIENCY TESTING SCHEMES

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|--|----------------------------|-----------------------|--|
| Relevant proficiency testing scheme | | | |
| Survey number | | Sample/Trial | |
| Laboratory name: | | Code number: | |
| Date | Name (Please print) | Signature | |
| | | | |
| Telephone number | | e-mail address | |
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The NHLS Proficiency Testing Scheme (PTS) Managers would like to encourage feedback (positive or negative) from participants, on an ongoing basis. If participants have any queries, complaints, observations, appeals or feedback please complete a copy of this master copy and return to the PTS managers by email to

| Proficiency testing scheme-general | Contact person | Email address |
|---|-----------------------|--|
| Chemical pathology | Celeste McPherson | chempath@nhls.ac.za |
| CrAg LFA, D-Dimer, Flow cytometry-CD4, Morphology | Hazel Aggett | cd4pts@nhls.ac.za |
| Haematology | Lauren Buckton | haempts@nhls.ac.za |
| Parasitology and Bacteriology | Zazi Molebatsi | bactpts@nhls.ac.za parapts@nhls.ac.za |
| Mycobacteriology and Mycology | Esther Tsheola | tbpts@nhls.ac.za mycopts@nhls.ac.za |
| Molecular and Serology | Mahlatse Maleka | seropts@nhls.ac.za |

QUERIES/COMPLAINTS /OBSERVATIONS/APPEALS/FEEDBACK

(Please indicate which one is to be addressed)

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