

## PRESENTATION OF COMPLAINTS AND PRAISES

To ensure continuous improvement in the quality of the services provided, Prebiomics S.r.l. provides this form for managing reports, whether in the form of complaints (poor service or non-compliance) or praise. Once completed, the form can be sent by post or email to the following addresses:

- Email: [segnalazioni@prebiomics.com](mailto:segnalazioni@prebiomics.com);
- Postal address: Prebiomics S.r.l., Via della Cooperativa 53, 38123 Trento (TN)

### Type of reporting

PRAISE       COMPLAINT

### Reporting person's data

The undersigned,

Surname \_\_\_\_\_ Name \_\_\_\_\_

Born \_\_\_\_\_ on \_\_\_\_\_

Resident in street/square \_\_\_\_\_ n° \_\_\_\_\_

Municipality \_\_\_\_\_ Province \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

Reference facility/laboratory \_\_\_\_\_

### Subject of the report (praise/complaint)

(Describe the event clearly and in detail, indicating, if possible, the date, location, and personnel involved.)

---

---

---

---

---

---

---

---

---

---

Place and date \_\_\_\_\_ Signature \_\_\_\_\_

#### Prebiomics S.r.l.

The undersigned, pursuant to the Legislative Decree 10 August 2018, n. 101, which adapts the Personal Data Protection Code (Legislative Decree 30 June 2003, n. 196) to the provisions of the Regulation (EU) 2016/679, authorizes the processing of the above data for the purposes related to this report.

Data \_\_\_\_\_ Company \_\_\_\_\_

## COMPLAINTS MANAGEMENT

The complaint can be submitted to report a problem, a dissatisfaction regarding one of our service or performance received, or an anomaly encountered during the performance of activities.

### **What happens when a complaint is filed:**

Once received, the complaint is immediately taken in charge by the Company and recorded in the system. All related documentation and communications are stored in digital format to ensure full traceability.

The complaint is reviewed by Management, the Medical Director and/or the Quality Managers in order to assess its validity in an impartial manner.

If the complaint is deemed justified, appropriate corrective actions are implemented to resolve the issue and prevent its recurrence. If the complaint is considered unfounded, it is formally closed; in all cases, a clear and reasoned response regarding the outcome of the assessment is provided.

For issues that can be resolved promptly and straightforwardly, corrective action is taken without delay, and feedback is provided within a short timeframe. In cases requiring further investigation, the complaint review process is completed, where possible, within 30 working days from the date of receipt. If situations arise that may affect impartiality or service quality, additional evaluations are conducted in accordance with internal procedures.

### **Prebiomics S.r.l.**

2 di 2

Email | [info@prebiomics.com](mailto:info@prebiomics.com)

Sede legale e operativa | Via della Cooperazione, 53 - 38123 Trento (TN) - Italy

C.F. / P.IVA / Iscrizione Registro Imprese di TRENTO n. 02481930226 - REA TN-227825

Rev. 00 07/01/2026