



Australian BioResources Complaints and Non-Conformance Register

As part of the NATA Accreditation process ABR has established a Complaints and Non-Conformance Register. This is a valuable tool for tracking errors and allows us to identify if Standard Operating Procedures require modification or further training is needed for ABR staff. Following is an overview of this process.

1. Raising an issue.
 - a. For issues in Animal Orders please email orders@abr.org.au and include details such as:
 - Order Number
 - Animal IDs
 - Key Dates
 - The nature of the issue (eg, missing, sick, or deceased animals)
 - Photos (if available)
 - b. For issues with services or billing please email enquiries@abr.org.au and include details such as:
 - Service Order Number
 - Animal IDs (if relevant)
 - Key Dates/Milestones
 - The nature of the issue (eg delay in imports, validation reports)
 - Any communications with staff members relevant to the issue
2. Once this issue has been received ABR will reply with an acknowledgement of receipt and an approximate time frame for resolving the issue.
3. ABR will raise a ticket in our tracking system and a staff member is assigned to investigate. Screenshots of all emails are saved in the issue and comments can be added as required throughout the investigation.
4. The assigned staff member will investigate how the issue has arisen and record all details in the ticket.
5. The resolution of the issue will be reported back to the client and a refund provided (if applicable).
6. Further actions such as training or modification of Standard Operating Procedures will be reported to relevant staff and acted upon accordingly.