



Placing a complaint with ABR

ABR has established a complaints mechanism for clients, using guidelines provided as part of our NATA Accreditation. By providing ABR with feedback you assist us in resolving problems and raising the standard of our service.

If you wish to place a complaint about animals or services provided by ABR, please use the following procedure:

1. Raising a complaint. Please go to <https://feedback.gimr.garvan.org.au> and select Australian BioResources in the *Related Service/Facility* drop down list. Complete the required fields and include the following information in the *Description* section.
 - a. For problems in Animal Orders please 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 problems with services or billing please 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

Garvan Research Services Feedback
Please complete the form below to provide any feedback.

Related Service/Facility
Australian Bio Resources (ABR)

Subject
[Empty field]

Description
Please provide as much detail as possible.
[Empty text area]

Customer Name
[Empty field]

Email
your@email.com

Institute/Organisation
[Empty field]

Phone
02 1234 1234

I'm not a robot

reCAPTCHA
Privacy Terms

Send Feedback

Once all fields are completed tick the *I am not a robot* box and *Send Feedback* button at the bottom of the page. This will automatically raise a ticket in our tracking system.

2. Once this ticket has been received, ABR will reply with an acknowledgement of receipt and an approximate time frame for resolving the issue.
3. A staff member will be assigned to investigate how the issue has arisen and record all details using screenshots of all emails and other relevant information. Comments are added as required throughout the investigation.
4. The resolution of the issue will be reported back to the client and a refund provided (if applicable).
5. Further actions such as training or modification of Standard Operating Procedures will be reported to relevant staff and acted upon accordingly.