# PathCare takes responsibility to manage complaints first time, every time.

Complaints can be submitted to PathCare via the below methods:

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| Telephonic (by phoning the closest laboratory or depot) | E-mail (by e-mailing the laboratory/depot or using clients@pathcare.co.za | Face-to-face (by verbally complaining during visit at depot or laboratory) |
| Service evaluation surveys (completed during visit at depot or laboratory) | PathCare website (log complaint under "contact us" field on website) | Electronic survey (after patient consent, automated survey will be mailed or SMS) |