

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

Complaints can be submitted to PathCare via the below methods:

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)

