



**Laboratory employees may lodge a complaint with HFAP regarding practices in the laboratory that are in direct violation of accreditation standards, pose a significant hazard to staff or patients, or are significant quality issues impacting test results.**

Complaints must be submitted in writing. A form is available under Resources>Complaint Information at [www.hfap.org](http://www.hfap.org) and may be submitted by email to [info@hfap.org](mailto:info@hfap.org) or by mail to:

HFAP Laboratory Accreditation (complaints)  
506 N Clark St, Suite 301  
Chicago, IL 60654

Employees may identify themselves or remain anonymous but please provide enough information to allow HFAP personnel to follow-up on the complaint.

**This reporting option should be undertaken by an employee only after he/she has attempted to resolve the issue with the management of the laboratory or management of the facility in which the laboratory is located. This is not to be used to address issues that fall under the auspices of Human Resources such as staffing issues.**

NOTE: Management of the laboratory or the facility in which the laboratory is located may not directly or indirectly threaten, intimidate, or retaliate against any employee who files a complaint with the accreditation organization. Violations may result in revocation of accreditation.