Complaints

Version 1.0 · Updated 13 Nov 2026

In short

· Filing a complaint is free and you do not need to be a member.

· We give you a reference and answer within 15 calendar days at most.

· If you disagree, you can go to the consumer authorities or the health authority.

This summary does not replace the full text.

01 · How to file a complaint

The channels and what we need to handle it.

In the app: Account > Help > Complaints

Email: contact@santeclinics.com

Phone: +34 699 145 887

Post: SANTE SALUD BARCELONA BRAND, S.L., Avenida Diagonal 384, 08037 Barcelona

In person: At the laboratory, Av. Diagonal 380, 08037 Barcelona

Write to us through Contact: https://santelabs.com/en/contact

Filing a complaint is free and you do not need to be a member: you can do it through any of these channels. Tell us what happened, when, and what solution you are asking for, and give us your name and, if you have an account, the email address you sign in with.

In the website form and by email, do not write results or other health data: if we need them, we will ask for them through a secure channel.

A complaint is not the channel for a medical emergency. In an emergency, call 112.

02 · Time limits

When you get an answer.

Answer: As soon as possible and no later than 15 calendar days after you file it

When we receive your complaint we give you a reference and written proof, and a person deals with it. That maximum period is set by article 21.3 of Spanish Royal Legislative Decree 1/2007 (TRLGDCU).

If your request is about your personal data, the one-month period in data protection law applies.

Privacy: https://santelabs.com/en/legal/privacy

03 · Official complaint form

Where to ask for the official form at the laboratory.

At the laboratory you can ask for the official complaint, claim and report form of the Government of Catalonia (Decree 121/2013). You fill it in there, we sign for its receipt and you keep your copies.

You can also download the official form from the website of the Catalan Consumer Agency,

https://consum.gencat.cat, and send it to us through any of the channels above. If you ask us, we will send it to you by email.

04 · Consumer authorities

Where to turn if you disagree with our answer.

If we do not answer in time or the answer does not satisfy you, you can take your complaint to the Catalan Consumer Agency or to the consumer information office of your town or county. If you live outside Catalonia, you can go to the consumer service of your autonomous community.

Through those bodies you can ask for consumer mediation or arbitration. Arbitration is voluntary: it only takes place if both parties accept it, and it does not decide claims for injury or harm to health.

05 · Health authority

Who you can complain to outside Santé.

If your complaint concerns the healthcare you received or the conditions of the laboratory, you can contact the Department of Health of the Government of Catalonia, the authority that authorises and inspects healthcare centres, at https://salutweb.gencat.cat.

06 · Data protection and the courts

Other routes that are always open to you.

If the complaint is about the use of your personal data, you can complain to the Spanish Data Protection Agency (AEPD) at https://www.aepd.es.

Filing a complaint does not take away any of your rights. You can always go to the courts of your place of residence or to any other court the law allows you to choose.