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1. Scope

This document deals with handling of external complaints about LabTest certification and testing activities and appeals and disputes related to LabTest decisions in product certification matters.

2. Definitions

a. LabTest

LabTest Certification Inc.

b. Manufacturer

Any manufacturing organization or person responsible for the final assembly (including subcontractors and out-workers), testing and/or marking of products certified by LabTest.

c. Subcontractor

Any manufacturing organization undertaking the production of any sub-assembly in accordance with the specific requirements of the Manufacturer of a certified/listed product.

d. Out-Worker

Any person who undertakes work in a place other than the factory location on component parts supplied by the Manufacturer of the certified/listed product.

e. License Holder

Any organization or person who has entered into an agreement with LabTest for the certification/listing of the product.

f. Client

License Holder

g. Documented procedure

Any written document containing instructions and/or requirements related to the production and control processes of certified/listed products.

h. SCC

Standards Council of Canada

i. Ad Hoc Committee

A joint committee of LabTest personnel and external parties appointed for a review and making recommendations related to a specific dispute or appeal.

j. Interested Party

A party outside the contractual agreement between a Client and LabTest.

3. Complaints

- a Upon receiving a client complaint, LabTest recipient acknowledge the receipt, record the details on the form # 3009 Client Complaint / Appeal / Dispute, and hand the matter to the appropriate LabTest Manager.
- b Interested parties are advised that their complaint must be in writing and directed to the LabTest President.
- c LabTest contact the complainant for any additional clarification of the issue and if appropriate discuss corrective steps to be implemented within 30 days from the time of the receiving complaint.
- d Should a complaint require further investigation by LabTest or involve other interested parties, LabTest advise the complainant of the plan of actions and anticipated timeline for the resolution of the issue.
- e LabTest promptly advise the complainant in writing of the actions taken. If the complainant is a client, he is advised at the same time of the right to appeal in writing within 30 days of receiving LabTest advisory notice.
- f Complaints related to application for LabTest certification, or suspension or withdrawal of LabTest certification are handled as Disputes and Appeals.
- g All complaints are documented in Issue Management as per SOP # 1014, Control of Non-Conformances.

4. Disputes and Appeals

- a Upon receiving a written dispute or appeal from a LabTest client, the recipient initiate form # 3009 Client Complaint / Appeal / Dispute, and hand the matter to the LabTest President.
- b LabTest President appoints an independent reviewer of the issue who has not been involved nor has any conflict of interest in the activity being disputed or appealed.

- c Based on the results of the independent review, LabTest attempts to discuss and negotiate satisfactory resolution or corrective action to the issue.
- d Should the discussions in 4.c fail to resolve the matter, the LabTest President appoints an ad hoc committee to review the matter on hand and make recommendations as to fair and equitable handling of a complaint.
- e The following requirements apply to the selection of the ad hoc committee members:
 - i. the committee has at least 2 persons
 - ii. the committee chairman may not be a LabTest employee
 - iii. the Recording Secretary must be a LabTest employee
 - iv. the committee members have the necessary expertise
 - v. at least 1 person must be an SCC representative for disputes pertaining to the LabTest accreditation criteria
 - vi. the committee members have not been involved in the disputed activity and their participation does not pose any conflict of interest
- f LabTest advises the client that the recommendations and decisions of the ad hoc committee are final.
- g LabTest may require the client to pay in advance, in whole or in part, the estimated cost related with the activities of ad hoc committee including travel and accommodation.
- h If the original LabTest decision is not upheld, LabTest will refund the amount in 4.g., otherwise the client is required to pay in full all the costs LabTest incurred with the dispute or appeal.
- i Nothing in the above sections 4.a through 4.h precludes a client from applying for LabTest product certification at a future date.

5. Complaint / Appeal / Dispute Documents

- 3006 Client Complaint / Appeal / Dispute
- Issue Management Database
- Appeal / Dispute File