



# Complaint and appeal (LA-I-05)

Bureau of Laboratory Accreditation

Department of Science Service

Ministry of Higher Education, Science, Research and Innovation

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## Introduction

The Bureau of Laboratory Accreditation, Department of Science Service (BLA-DSS) always aims to provide an accreditation service of the highest standard. However, on occasions customers of the BLA-DSS or of laboratories or of proficiency testing providers or of reference material producers accredited by the BLA-DSS may have cause to

- a) complain about the activities of accredited laboratories, proficiency testing providers and reference material producers.
- b) complain about the services provided by the BLA-DSS
- c) disagree with any accreditation decision made by the BLA-DSS.

This document outlines the processes that are implemented in the event of a complaint or appeal. It also indicates the responsibilities of the complainant/appellant and the likely timescales involved (where known).

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## 1. Scope

This document is applicable to all applicants, accredited laboratories, proficiency testing providers and reference material producers of the Bureau of Laboratory Accreditation.

## 2. Definitions

2.1 Accreditation means the formal recognition that a laboratory or a proficiency testing provider or reference material producers is technically competent to carry out specific tests and scopes.

2.2 Accredited laboratory or proficiency testing provider or the reference material producer means the laboratory or the proficiency testing provider or the reference material producer that has already passed assessment, and is approved for accreditation from Laboratory Accreditation Committee.

2.3 The BLA-DSS means the Bureau of Laboratory Accreditation, Department of Science Service.

2.4 The Appeal Committee, hereinafter called "the AC" is responsible for investigating appeals against accreditation decisions made by the BLA-DSS and assigning the safeguard impartiality.

## 3. Complaint

3.1 It is the policy of the BLA-DSS to respond immediately to any complaint relating to services offered by the BLA-DSS or about the accredited activities of laboratory, proficiency testing provider and reference material producer accredited by the BLA-DSS.

3.2 The BLA-DSS only responds formally to complaint submitted in writing and supported by appropriate evidence. Actions may, at the discretion of the Director of Bureau of Laboratory Accreditation (BLA-DSS), be initiated following a verbal complaint but no formal response will be issued until written notification has been received.

- 3.3 All accredited laboratories, proficiency testing providers and reference material producers are required to have, and apply, a complaint/customer feedback procedure. Where the complaint relates to the services provided by an accredited laboratory or proficiency testing provider or reference material producer, the customer is required to submit its complaint to the relevant accredited organisation. Should the customer consider the response from the relevant accredited organisation to be unsatisfactory, the customer should forward details of the complaint and response by the laboratory or proficiency testing provider or reference material producer to the Director of the BLA-DSS (see 5.1).
- 3.4 Where a customer of the BLA-DSS is unhappy with the services provided by the BLA-DSS it should forward its complaint, in writing together with any supporting information, to the Director of the BLA-DSS.
- 3.5 In all cases the BLA-DSS will implement its complaint procedure and to provide a written response to the complainant in a timely manner.

#### **4. Appeal**

- 4.1 If a laboratory or a proficiency testing provider or reference material producer disagrees with an accreditation decision or the outcome of a complaint, it may appeal against the decision.
- 4.2 All appeals are dealt with by the Chairman of the AC. The appellant should obtain appeal form (LA-F-52) of the BLA-DSS and submit its appeal, in writing or e-mail together with any supporting information, to the Chairman of the AC. within 30 days of notification of the decision. The address of the Chairman of the AC is given at the end of this document.
- 4.3 The appeal is considered by the Chairman of the AC who appoints a Special Appeal Committee, consisting of 3-5 independent members, to investigate the appeal.

4.4 The initial meeting of the Special Appeal Committee is held within 30 days of receipt of the appeal. The appellant is notified of the date of the meeting at least 5 days in advance of the meeting and allowed to observe/attend the meeting.

4.5 After hearing all necessary evidence, the Special Appeal Committee shall conclude all its activities, including a decision to the AC, within 60 days of receipt of the appeal. The decision made by the AC on consideration of the report is final.

4.6 The appellant shall be liable for any costs involved in the investigation of the appeal.

## 5. Contact details

5.1 All complaints should be addressed to

Director of the Bureau of Laboratory Accreditation

Department of Science Service

Ministry of Higher Education, Science, Research and Innovation

75/7 Rama VI Road

Ratchathewi District

Bangkok 10400

or e-mail : bla@dss.go.th

5.2 All appeals should be addressed to

Chairman of the Appeal Committee

Department of Science Service

Ministry of Higher Education, Science, Research and Innovation

75/7 Rama VI Road

Ratchathewi District

Bangkok 10400

or e-mail : appeal.bla@dss.go.th