



### Policy

The policy is stated in the [Procedures Manual for the Accreditation of Construction Materials Testing Laboratories](#).

Behavior that is detrimental to the reputation of the AASHTO Accreditation Program includes but is not limited to: fraud; falsification of reports; misrepresentations of the laboratory's staff, facilities, or qualifications; and intentional violations of the AASHTO Accreditation Program's publicity policies.

While the decision to refuse future services must be approved by the AASHTO re:source Administrative Task Group (ATG), the initial decision to discontinue an on-site assessment due to unsafe conditions, hostility, or harassment, or violation of the [AASHTO Code of Conduct](#) is made by the laboratory assessor with approval from the AASHTO re:source management. Any decision to refuse service would be approved by AASHTO re:source management before it is presented to the ATG.

If a laboratory would like to appeal the decision of service refusal, it shall prepare a letter explaining the rationale for reconsideration along with supporting evidence just as it would when addressing a nonconformity in an assessment report.

CCRL makes its own decisions based on its own policies, but their decision will have an impact on a laboratory's AASHTO Accreditation if the laboratory is accredited for tests that require CCRL on-site assessments or proficiency sample enrollments. If CCRL refuses service, a laboratory's current AASHTO Accreditation for standards included in a CCRL on-site inspection and proficiency samples would be revoked based on the decision made by CCRL. If AASHTO re:source management and the ATG agree with CCRL's decision, the revocation would extend to the laboratory's entire accreditation.

### Guidance

When faced with a potential refusal of service, laboratory management and ownership should take decisive and effective corrective action. If the decision to refuse service has been made, the laboratory may be past the point of being able to take corrective action since this usually occurs in either extreme situations or in situations in which the laboratory has already exhausted their ability to provide corrective actions and appeal decisions.