



## AASHTO Accreditation Policy and Guidance on Refusal of Service

Policy taken from Section 6 of the [Procedures Manual for the Accreditation of Construction Materials Testing Laboratories](#).

### 6. Refusal of Service

AASHTO reserves the right to refuse service to laboratories that:

- a) Maintain unsafe working conditions for the on-site assessor from AASHTO re:source or CCRL;
- b) Create a hostile working environment for the on-site assessor or other staff members from AASHTO re:source, CCRL, or AASHTO; or
- c) Behave in a manner that is detrimental to the reputation of the AASHTO Accreditation Program.

The right to refuse service must be approved by the AASHTO re:source Administrative Task Group. This decision may be appealed according to the procedures identified in Section 4.6.3.

#### Guidance

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.

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.

If a laboratory would like to appeal the decision to refuse service, 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. The appeal procedures are explained in Section 4.5 of the [Procedures Manual for the Accreditation of Construction Materials Testing Laboratories](#).