

The AASHTO re:source Proficiency Sample Program (PSP) has been accredited by A2LA for ISO/IEC 17043, *Conformity assessment — General requirements for proficiency testing*, since March 2017. Clause 4.9.3 of ISO/IEC 17043:2010 requires proficiency testing (PT) providers to have documented procedures to enable participants to appeal against the evaluation of their performance in a PT scheme. Additionally, Clause 5.8 requires the PT provider to have a policy and procedure for the resolution of complaints and appeals received from participants.

Complaints

If a customer's expectations have not been met for the AASHTO re:source Proficiency Sample Program, the PSP Manager may be contacted at psp@aashtoresource.org or 240-436-4800. Alternatively, the AASHTO re:source Quality Manager, may be contacted at info@aashtoresource.org or 240-436-4800. Feedback may also be forwarded through the *AASHTO re:source Proficiency Sample Evaluation Form* at <https://www.surveymonkey.com/r/AASHTOPSP>. The contact information for the PSP Manager as well as the link to the *Proficiency Sample Evaluation Form* is included in the e-mail that is sent to participants when the *AASHTO re:source Proficiency Sample Program Individual Enrollment Rating Sheet* is issued to participants for each sample round. The *Complaints* procedure noted in the AASHTO re:source QMS shall also be followed when formal complaints have been received.

Appeals

AASHTO re:source notifies all PSP participants of their right to appeal against the evaluation of their performance. This notification is included in the e-mail that is sent to participants when the *AASHTO re:source Proficiency Sample Program Individual Enrollment Rating Sheet* is issued to participants for each sample round.

Appeals will be considered for the following issues:

- Data entry errors made by AASHTO re:source
- Errors in sample instructions
- Sample condition

Appeals will not be considered for the following issues:

- Data entry errors made by the participant
- Statistical method used for the data analysis
- Assigned ("Avg") values noted in the report
- 1S values noted in the report
- Participant not adhering to posted deadlines
- Participant not adhering to posted Non-Receipt Dates when samples are not received

If a participant would like to appeal against the evaluation of their performance, the following procedure must be followed:

1. The appeal must be forwarded via e-mail to the PSP Manager at psp@aashtoresource.org within 14 days of the issuance of the *Individual Enrollment Rating Sheet* for each sample round. Appeals received after 14 days will not be accepted. The appeal must include the name, title, and contact information for the person submitting the appeal, as well as objective evidence to support the appeal. Objective evidence can be, but is not limited to, documented information and photographs.
2. The PSP Manager will forward the e-mail containing the appeal information to the AASHTO re:source Manager.
3. The PSP Manager and the AASHTO re:source Manager will carefully review the appeal request.
4. If the appeal is based on one or more of the issues that are not permitted to be appealed (see above), the appeal will be rejected automatically. The PSP Manager will advise the appellant of this by e-mail, including the reason(s) for the rejection, and no further action will be taken.
5. If the appeal is based on one or more of the issues that are permitted to be appealed (see above), and the assertion is found to be true, the *Individual Enrollment Rating Sheet* will be withdrawn immediately for that participant. The appellant and all other participants that may have been affected by the applicable issue(s) involved with the appeal will be notified by the PSP Manager by e-mail within two business days that the *Individual Enrollment Rating Sheet* has been withdrawn pending correction or amendment (as applicable).
6. If the appeal is based on one or more of the issues that are permitted to be appealed (see above), and the assertion is found to be false, the PSP Manager will advise the appellant of this decision by e-mail and no further action will be taken.
7. If the appellant refuses to accept the appeal decision, the appeal will be forwarded to the CMRL Manager. The CMRL Manager will carefully review the appeal request. The CMRL Manager will contact the AASHTO re:source Manager and the PSP Manager of his decision. The PSP Manager will then advise the appellant of this decision by e-mail within two business days. If applicable, the *Individual Enrollment Rating Sheet* will be withdrawn immediately for that participant.
8. If the appellant refuses to accept the appeal decision by the CMRL Manager, the appeal will be forwarded to the Chair of the AASHTO re:source Administrative Task Group (ATG) for a final decision. The ATG Chair will discuss the details of the appeal by telephone or other means with the CMRL Manager, the AASHTO re:source Manager, and the PSP Manager. The ATG Chair will then make the decision on the appeal. This decision shall be considered final, and additional appeals by the participant will not be accepted for the same issue(s). The PSP Manager will advise the appellant of this decision by e-mail within two business days. If applicable, the *Individual Enrollment Rating Sheet* will be withdrawn immediately for that participant.
9. If applicable, the PSP Manager will correct or amend the applicable *Individual Enrollment Rating Sheet* and associated documentation within one week of all final appeal decisions. The corrected or amended information shall be clearly identified and shall state the reason(s) for the revisions. All participants affected by these revisions shall be notified by the PSP Manager by e-mail within two business days of the revisions being made.