

Rules for handling Appeals

VLAC-VR110 :2026

Revised 6 JUL. 2026

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1. Scope

This document stipulates the policy and procedure for responding to appeals to the VLAC.

2. Policy

VLAC will promptly accept any **challenges** or appeals regarding conformity assessment or **accreditation** decision from the laboratory **assessed** by VLAC. VLAC will not accept any appeals from anyone other than VLAC assessed laboratories or VLAC accredited laboratories.

3. Procedures

3.1 The **objectors** (laboratory) shall notify VLAC in writing (e-mail is also acceptable) of the reason within 30 days from the date when the reason for the appeals is known. Prior to sending the document, VLAC also accept oral complaints such as interviews and telephone calls.

3.2 VLAC will investigate the appeals received.

Track and record the opposition, including the actions taken to resolve the opposition. The content to be notified to the **objectors**(laboratory) is approved by the person who was not involved in the accreditation activity that was the subject of the opposition. The director will notify the **objectors** (laboratory).

3.3 VLAC will respond to any of the following actions.

- (1) Rejection of the appeals-Notify the **objectors** (laboratory) of the reason for dismissal
- (2) Investigate and deliberate the appeals-notify the **objectors** (laboratory) of the result of the deliberations in writing.

3.4 If the **objector** (laboratory) is still dissatisfied with the results of the deliberations of VLAC, the reason shall be notified to the **objector** (laboratory) in writing (email is also possible) within 30 days from the date of receiving the results of the deliberations. Prior to sending the document, VLAC also accept oral appeals such as interviews and telephone calls.

After obtaining an agreement with the **objectors** (laboratory) to end the opposition process, VLAC will formally notify the **objectors** (laboratory) of the end of the opposition process.

----- End of Document -----

Revision history

6 JUL 2026

we → VLAC

2. complaints → challenges

certification → accreditation

examined → assessed

3.1 appealers → objectors

opponent → objectors

3.4 Company → objector (laboratory)