

Rules for handling Appeals

VLAC-VR110 :2022

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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 complaints or appeals regarding conformity assessment or certification decision from the laboratory examined by us. We will not accept any appeals from anyone other than our assessed laboratories or our accredited laboratories.

3. Procedures

3.1 The appellers (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, we 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 opponent (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 opponent (laboratory).

3.3 VLAC will respond to any of the following actions.

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

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

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

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