



QAI Notification of Complaint Process

Feedback from clients and other parties is welcome and is used as part of our continuous improvement process. Appeals, complaints, and disputes brought to QAI by clients or other parties are subject to a documented procedure for complaint processing that includes investigation, response and corrective action, where appropriate. QAI maintains records of all appeals, complaints and disputes and remedial actions relative to certification, inspection, and testing activities.

In all cases, the complainant shall be granted an opportunity to have their complaint formally heard. The process is as follows:

- Initially complaints shall be forwarded to the Quality Manager for assignment of a reviewer to provide investigation and response. If the complainant requests, they may dispute the response received from the reviewer, and the finding can be escalated to the President of QAI.
- If the reviewer cannot be impartial concerning the matter in dispute, steps shall be taken to ensure impartiality during the process by assigning the evaluation of the appeal to a qualified designee, particularly if the reviewer is named in the dispute or has taken action that contributed to the complainant dissatisfaction.
- If the complainant remains dissatisfied with the response received from the reviewer, the finding can be escalated for disposition. Upon completion of the evaluation of the appeal, the client shall be provided with a written explanation of findings and reasons for the decision reached. The client always has a final right of appeal to the accreditation body that administers the program under which their product is listed.

The following lists the addresses for the various accreditation bodies. QAI will provide the complainant with the appropriate accrediting body information for services rendered on request.

Testing, Inspection, and/or Product Certification Activities

International Accreditation
Service
3060 Saturn Street, Suite 100
Brea, CA 92821
United States of America

Programs: Testing (ISO/IEC 17025). Factory Inspections (ISO/IEC 17020), Certifications with (US) indicator (ISO/IEC 17065) and Electrical Field Evaluations (FEB).

Occupational Safety and Health Administration
U.S. Department of Labor (OSHA NRTL Program)
200 Constitution Ave., N.W., Room N3626
Washington, D.C. 20210
United States of America

Programs: Certifications with (NRTL) indicator (ISO/IEC 17065)

Standards Council of Canada
55 Metcalfe Street, Suite 600
Ottawa, Ontario K1P 6L5
Canada

Programs: Special Inspections (ISO/IEC 17020), Certifications with (C) indicator (ISO/IEC 17065)

American Association of Laboratory Accreditation
Attn: Quality Manager
5202 Presidents Court, Suite 220
Frederick, MD 21703
United States of America

Programs: Testing (ISO/IEC 17025)

If you require additional assistance, please contact our Customer Experience Team at cx@qai.org.