
Proficiency Testing Questions, Complaints, and Appeals Procedure

Proficiency Test (PT) participants have the right to appeal their results if it is believed that CTRP has made an error properly scoring the data submitted by participants. Additionally, participants may submit questions or complaints to CTRP. The procedure for CTRP to address questions, complaints, and appeals is outlined below. The use of the questionnaire to submit questions, complaints, and appeals can only be submitted by a registered CTRP user, and the user must log-in to submit the questionnaire.

Participants are required to complete the CTRP Questionnaire with the following information:

- PT round of testing
- PT participant ID
- Area of operations that caused the complaint
- A brief description of the complaint

Copies of all questions, complaints, and appeals, and the responses thereto will be retained accordingly. All completed questionnaires received will be forwarded the Quality Manager, as soon as possible. The Quality Manager and/or CTRP personnel will be responsible for addressing questions, appeals, and complaints regarding proficiency testing schemes. The Quality Manager will review all participant complaints arising from the proficiency testing scheme, protocols, reports, and any other technical matters, and thereby give proper consideration to the participants concerns.

In the event that the participant is not satisfied with the response from or the corrective action taken by the Quality Manager, the participant will have the right to appeal the decision to the review panel at the CTRP, which will be comprised of the CTRP Director, the Deputy Quality Manager, and the Quality Manager. The three-member panel will carefully review the participant's complaint and the response and/or corrective action taken by the Quality Manager to determine the appropriateness of the response and determine what actions, if any, should be taken to remedy the issue. The CTRP Director will provide an email response to the appealing participant making them aware of the appeals panel decision. The decision delivered by the three-member panel will be binding on the participant.