



AASHTO Accreditation Policy and Guidance on Refusal of Service

Policy taken from Section 6 of the [Procedures Manual for the Accreditation of Construction Materials Testing Laboratories](#).

6. Refusal of Service

AASHTO reserves the right to refuse service to laboratories that:

- a) Maintain unsafe working conditions for the on-site assessor from AASHTO re:source or CCRL;
- b) Create a hostile working environment for the on-site assessor or other staff members from AASHTO re:source, CCRL, or AASHTO; or
- c) Behave in a manner that is detrimental to the reputation of the AASHTO Accreditation Program.

The right to refuse service must be approved by the AASHTO re:source Administrative Task Group. This decision may be appealed according to the procedures identified in Section 4.6.3.

Guidance

Behavior that is detrimental to the reputation of the AASHTO Accreditation Program includes, but is not limited to: fraud; falsification of reports; misrepresentations of the laboratory's staff, facilities, or qualifications; and intentional violations of the AASHTO Accreditation Program's publicity policies.

While the decision to refuse future services must be approved by the AASHTO re:source Administrative Task Group (ATG), the initial decision to discontinue an on-site assessment due to unsafe conditions, hostility, or harassment, or violation of the [AASHTO Code of Conduct](#) is made by the laboratory assessor with approval from the AASHTO re:source management. Any decision to refuse service would be approved by AASHTO re:source management before it is presented to the ATG.

CCRL makes its own decisions based on its own policies, but their decision will have an impact on a laboratory's AASHTO Accreditation if the laboratory is accredited for tests that require CCRL on-site assessments or proficiency sample enrollments. If CCRL refuses service, a laboratory's current AASHTO Accreditation for standards included in a CCRL on-site inspection and proficiency samples would be revoked based on the decision made by CCRL. If AASHTO re:source management and the ATG agree with CCRL's decision, the revocation would extend to the laboratory's entire accreditation.

If a laboratory would like to appeal the decision to refuse service, it shall prepare a letter explaining the rationale for reconsideration along with supporting evidence just as it would when addressing a nonconformity in an assessment report. The appeal procedures are explained in Section 4.5 of the [Procedures Manual for the Accreditation of Construction Materials Testing Laboratories](#).