



# **CANCELLATION AND COMPLAINTS PROCEDURES – INFORMATION FOR PARTICIPANTS IN PROFICIENCY TESTING PROGRAMS**

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## 1 Preamble

This document describes procedures for dealing with complaints and cancellation notifications as well as other possible organizational difficulties and is binding for all participants in proficiency testing programs, and any other interested parties.

By registration in any of the proficiency testing programs, the participant in a proficiency testing program confirms that they have read the Plan for the respective proficiency testing program as well as this document, which is available at [www.ptprovider.cz](http://www.ptprovider.cz).

## 2 Damage of specimens during transportation

1. Take a pictures of damaged specimens
2. Take a pictures of damaged box
3. Send pictures with comment to [Tomas.Vymazal@vutbr.cz](mailto:Tomas.Vymazal@vutbr.cz) or [Petr.Misak@vutbr.cz](mailto:Petr.Misak@vutbr.cz)
4. The PT provider will send you the spare (alternative) specimens
5. Unpack and check spare specimens
6. Confirm the delivery of spare specimens to the PT provider
7. If spare specimens are damaged, repeat this procedure

## 3 Complaints and Cancellation Procedures

Complaints and cancellation notifications are to be sent in writing to the Proficiency Testing Provider at the Institute of Building Testing, Faculty of Civil Engineering, Brno University of Technology within 30 days of the issuance of the Certificate of Participation in a PTP. Subsequent complaints and cancellations will not be taken into consideration.

Complaints and cancellation notifications sent by participants who have not adhered to the schedule of the proficiency testing program will not be taken into consideration either.

Complaints and cancellation notifications will be dealt with by the head of the Proficiency Testing Provider at the Institute of Building Testing at BUT together with the coordinator of the proficiency testing program involved, They will express their opinion and send it in written form to the relevant proficiency testing program participant within 30 days of the delivery of the complaint/cancellation notification.

All feedback from participants is welcome as it enables us to make further improvements to our services.

## 4 Cancellation/Change in Scale of Proficiency Testing Programs

The PTP organizer reserves the right to cancel a specific proficiency testing program or part of one in the case that the number of participants is not sufficient. The manner of deposit or credit note return will be decided individually by the head of the PT Provider after discussion with the participants involved.

## 5 Withholding of the Certificate of Participation and the Report on the Results of Interlaboratory Comparison

The PTP organizer reserves the right to withhold the Certificate of Participation and the Report on the Results of Interlaboratory Comparison in the case that the participant did not pay the fee within the set deadline and/or within the deadline for the termination of the proficiency testing program stipulated in the relevant Proficiency Testing Program Plan.

The PTP organizer reserves the right to withhold the Certificate of Participation and the Report on the Results of Interlaboratory Comparison without any compensation in the case that the participant did not

deliver their measurement results, including measurement uncertainties (if it is an accredited institute), within the deadline set in the relevant Proficiency Testing Program Plan, or its Appendix.

## **6 References**

### **6.1 Related Internal Documents and Records**

[1] Quality Manual of the PT Provider at the Institute of Building Testing, FCE BUT

### **6.2 Standards**

[2] EN ISO/IEC 17043: Conformity Assessment – General Requirements for Proficiency Testing, CEN 2010.

### **6.3 Related External Documents**

[3] MPA 20 – 01 - . . . for application of ČSN EN ISO/IEC 17043 Conformity Assessment – General Requirements for Proficiency Testing in the Accreditation System of the Czech Republic.