

Handling of Complaints, Disputes and Appeals

Complaints to Suppliers

Suppliers of OMNI-Test Laboratories, Inc. (**OMNI**) certified products shall maintain records of events in which certified products are involved either directly or indirectly in incidents that result in damage to property or injury to persons. This information shall be made available to **OMNI** personnel during each inspection, or any other time upon request.

Suppliers of **OMNI** certified products shall maintain records of any complaints they receive regarding a product feature or function covered by a standard to which the product was tested and certified. Documentation of the complaints and any corrective actions on the part of the supplier shall be made available to **OMNI** personnel during each inspection or any other time upon request.

Complaints to OMNI

OMNI maintains records of all complaints pertaining to the operation of a testing, certification, or quality control inspection program. This includes **OMNI's** investigation of the complaint and any resulting corrective action. If the complaint and **OMNI's** investigation raises doubts concerning **OMNI's** policies or procedures, conformance with any applicable accreditation requirement, or otherwise concerning conformance with the requirements of a certification system, **OMNI** will promptly audit these areas of activity and responsibility.

Disputes and Appeals

OMNI maintains complete records of all disputes or appeals and of any remedial action that is taken to resolve a dispute or appeal.

If an applicant or a supplier of certified products wishes to formally dispute or appeal any **OMNI** action or finding related to a testing, certification, or quality control inspection program, the appellant must submit to **OMNI** his or her dispute/appeal with written arguments and supporting data and information. **OMNI** will review the matter, considering the appellants arguments and supporting data and information. **OMNI** will advise the appellant in writing of its decision and supporting rationale. **OMNI** will also advise the appellant of its right to further appeal.

If an appellant wishes to appeal further and the appeal is related to a Canadian certification program, **OMNI** will, at the discretion of **OMNI's** President, form an appeal committee comprised of representatives from **OMNI's** Canadian Advisory Committee and, as may be appropriate, other concerned Canadian interests to review the dispute/appeal and advise **OMNI's** President, who has sole authority as to

OMNI's final disposition of the dispute/appeal. The appellant will be advised in writing of **OMNI's** decision and supporting rationale. The appellant will also be advised that the decision may be further appealed to the Standards Council of Canada, which shall be the final level of appeals; **OMNI** shall send a copy of its written decision to the Standards Council of Canada.

If an appellant wishes to appeal further and the dispute/appeal is related to a United States testing or certification program, **OMNI** will, at the discretion of **OMNI's** President, form an appeal committee to advise **OMNI's** President, who has sole authority as to **OMNI's** final disposition of the dispute/appeal. At the discretion of **OMNI's** President, such a committee may include representatives of standards committees, regulatory agencies, accrediting bodies, industry experts, or others. The appellant will be advised in writing of **OMNI's** decision and supporting rationale. This decision will be final; there is no higher level of appeal.

If a dispute or appeal raises doubts concerning **OMNI's** policies or procedures, conformance with any applicable accreditation requirement, or otherwise concerning the quality of **OMNI's** testing or accreditation activities, **OMNI** will promptly audit these areas of activity and responsibility.