

## OTAC Ombudsman Protocol

Version Date: October 2008

An ORELAP accredited laboratory, or a laboratory seeking accreditation, presents their issues or concerns in written format to the [OTAC Chairperson](#).

*Note: Submission by email is preferred, and will facilitate timely handling of the issues and concerns.*

1. The OTAC Chairperson presents the issues or concerns to OTAC members via email (and anonymously, unless the laboratory requests otherwise).
2. The OTAC Chairperson gathers feedback from OTAC members via email, and a determination is made as to the merit of the issues raised and the need to address them.

If the issues are found to not have merit: The OTAC Chairperson will communicate with the laboratory, clearly stating why any issues were determined to not have merit, and relating OTAC's discussion in reaching that decision. The laboratory may then choose to resubmit the issues, or pursue the ORELAP Appeals Process (see step 7).

3. The issues or concerns are designated as a priority agenda item for the next OTAC meeting. The issues or concerns are discussed openly and resolved in a timely manner in this forum, with OTAC members and ORELAP personnel participating in the deliberations.
4. The development of official, written responses is assigned to ORELAP staff, the ORELAP Board, and/or OTAC member(s) as appropriate, per ORELAP policy.
5. OTAC reviews and develops the official, written response(s) via email in a timely manner (i.e. typically within two weeks of the OTAC meeting).
6. The OTAC Chairperson sends the official, written response to the person or laboratory that submitted the issues and concerns, including a copy of the ORELAP Appeals Process.
7. Where appropriate and beneficial to laboratories, OTAC and ORELAP consider publishing a generic response to certain identified issues in an edition of the OTAC newsletter.