

QCast Certification Program Appeal and Complaint Procedure

The QCast Certification Program has created a procedure for anyone to submit an appeals and/or complaint.

Appeals and/or complaints can be filled by using this [form](#) or contact Margarita Takou, QCast Program Manager via email: mtakou@concretepipe.org or phone: (972) 894-2902.

Once an appeal and/or complaint has been received, a confirmation email will be sent acknowledging receipt and a progress report will be following, when appropriate.

Complaint and Appeal Handling process

For appeals or complaints related to the QCast Certification Program Management, the QCast Manager investigates the appeal or complaint and proposes a resolution, which is approved by the Internal Auditor. The complainant or appellant will be provided a formal notice with the complaint and/or appeal final resolution.

For appeals and complaints submitted by a participating plant as part of the QCast Certification audit, the participating plant shall submit a written appeal within 20 working days of receiving the audit report in question. The QCast Manager will re-evaluate the audit findings and send the results of the audit findings within 15 working days of the complaint or appeal receipt. If the complainant or appellant is not satisfied with the resolution, a re-appeal shall be submitted within 5 days of resolution receipt referred to the Plant Certification Adjudication Task Group. The Plant Certification Adjudication Task Group will evaluate the appeal for a final resolution. A formal notice will be sent to the complainant or appellant.

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