



## Late and Amended Reports and Appeals Policy

### Appeal of Results

In accordance with ISO standard 17043:2010 all participants have the right to appeal against the evaluation of their performance. In the first instance this appeal should be made in writing to the Discipline Manager. The case will be referred to the Discipline Chair and/or Advisory Committee for review. The Discipline Manager will respond in writing to the participant advising of the outcome of the review. If on review, the designated target is amended an individual amended Survey Report will be issued. All participants will be advised if a Generic or Cumulative Report is required to be amended.

A final course of appeal can be made in writing directly to the Discipline Chair.

### Late/Amended Results

In general amended and late results are not accepted by the RCPAQAP. The Due Dates for surveys are set to accommodate the stability of the survey material and to facilitate the generation of the Survey Report in the timeliest manner.

In some disciplines however, erroneous results have the potential to contaminate the database and significantly affect the data analysis and subsequently the cumulative or end-of-cycle report. Requests to amend/submit late results should be made in writing to the Discipline Manager. It is preferable that requests are made using the myQAP portal Requests tab. The Participant should fill in the relevant Amendment/Results form from myQAP and then email this form and include their name, laboratory number and reason for requesting an amendment to the discipline email or [Customer.Service@rcpaqap.com.au](mailto:Customer.Service@rcpaqap.com.au). The Discipline may request additional evidence e.g. the original output of an analyser or original descriptive report. Amending results is at the discretion of the Discipline Manager and is not an automatic entitlement. All amended/late results are flagged as such in our database and on reports.

**Amendments prior to the due date** - Participants who discover an error in their submitted results before the Due Date can amend their results via the direct data entry website at any time whilst the survey is open.

**Results received after the due date** – Late results may be accepted in exceptional circumstances after the Due Date. An Individual Amended report will not be distributed. However these results may be incorporated into cumulative and end-of-cycle analysis and the Final Survey Report if it can be facilitated. All late results are flagged as such.

**Amendments – analytical errors** – Errors in the analytical or diagnostic process will not be amended. The RCPAQAP recommends documented follow up using the participant's internal quality management system.

**Amendments – non-analytical errors** – These errors are defined as 'mistakes' made by participants and which may appear as anomalous results. These may be due to

- Testing the wrong samples
- Testing the right samples in the wrong order
- Transcription error
- Incorrect units and/or conversion factors



Non-analytical errors that are identified following the release of the Survey Report actually represent analytical errors that have not been detected by internal quality control procedures. Where these errors affect the cumulative or end-of-cycle report, they may be 'corrected' by RCPAQAP staff. An Individual Amended report will not be distributed. However these results will be incorporated into cumulative and end-of-cycle analysis and the Final Survey Report where applicable. All amended results are flagged as such in our database.

The RCPAQAP recommended documented follow up using the participant's internal quality management system.

**Amendment due to diagnostic or technical 'challenges'** – The RCPAQAP welcomes feedback from participants who have the right to appeal a target diagnosis assigned to a particular case. The appeal should be made in writing to the Discipline Manager. The case will be referred to the Discipline Chair and/or Advisory Committee for review. If the target diagnosis is amended on review, an individual amended Survey Report will be issued. Either way the Discipline Chair will respond in writing to the participant advising of the outcome of the review. All participants will be advised if a Generic or Cumulative Report is amended.

**Amendments due to RCPAQAP error** – Errors attributable to RCPAQAP will be amended as soon as practicable and a new report generated. Participants will be notified immediately by email. RCPAQAP will follow up using its documented procedure for corrective and preventive action and will conduct regular audits of such occurrences. A CAPA should be raised outlining the details with root cause analysis and preventive action. Refer SOP-QU-3 CAPA Procedure.

Refer to SOP-QU-8 Reports for details of the process for amending Survey Reports and recording:

- The unique identification given each report;
- The reference to the original report that it replaces or amends; and
- The statement concerning the reason for the amendment or re-issue.