DATA ACCEPTANCE PROGRAM
Appeals Process

Issue 5 – Update document approvers and zip code

For DAP Client Use

Purpose
- This document states the process a Data Acceptance Program (DAP) participant would use to appeal a decision made regarding their DAP program status.
- This information applies to all TPTDP, CTDP, TCP and PPP DAP clients.
- If there is a question about any information listed in this document, you should contact the DAP Customer Service representative at DAP@ul.com

Why these requirements are important
- This procedure was developed to assist DAP clients in the event that they wish to appeal a decision made regarding the management and oversight of their DAP program status.

Process
- If the appeal is in regard to an inactivation or denial of participation in the DAP program an authorized representative of the laboratory must submit an official written request to UL via e-mail or regular mail.
- If the appeal is in regard to a Non-Conformity Report (NCR), an authorized representative of the laboratory must submit an official written request to UL via e-mail or regular mail.
- All requests are to be addressed as follows:
  - Attention: Audit Manager - Data Acceptance Program
    Underwriters Laboratories Inc.
    333 Pfingsten Rd.
    Northbrook, IL  60062
  - E-mails are to be sent to DAP@ul.com, the subject line should contain DAP Appeal, Attention Audit Manager.
- The Audit Manager – Data Acceptance Program will acknowledge the receipt of the request within 10 business days of receipt.
- UL staff will investigate the appeal and formally communicate to the appellant within 30 business days of the receipt of the original appeal.

END

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00-OP-C0042– Issue 5.0