



# DATA ACCEPTANCE PROGRAM

## Appeals Process

### Issue 5 – Update document approvers and zip code

### For DAP Client Use

<b>Purpose</b>	<ul style="list-style-type: none"><li>• This document states the process a Data Acceptance Program (DAP) participant would use to appeal a decision made regarding their DAP program status.</li><li>• This information applies to all TPTDP, CTDP, TCP and PPP DAP clients.</li><li>• If there is a question about any information listed in this document, you should contact the DAP Customer Service representative at <a href="mailto:DAP@ul.com">DAP@ul.com</a></li></ul>
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<b>Why these requirements are important</b>	<ul style="list-style-type: none"><li>• 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.</li></ul>
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<b>Process</b>	<ul style="list-style-type: none"><li>• If the appeal is in regard to a 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.</li><li>• 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.</li><li>• All requests are to be addressed as follows:<ul style="list-style-type: none"><li>◦ <a href="#">Attention: Audit Manager - Data Acceptance Program.</a> Underwriters Laboratories Inc. 333 Pfingsten Rd. Northbrook, IL 60062</li><li>◦ E-mails are to be sent to <a href="mailto:DAP@ul.com">DAP@ul.com</a>, the subject line should contain DAP Appeal, Attention Audit Manager.</li></ul></li><li>• The Audit Manager – Data Acceptance Program will acknowledge the receipt of the request within 10 business days of receipt.</li><li>• UL staff will investigate the appeal and formally communicate to the appellant within 30 business days of the receipt of the original appeal.</li></ul>
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