



Commissioner's Corner April 2023

Q: How do I file a complaint against a laboratory? And can it be anonymous?

A: The ARB has a mechanism to file complaints in a few different ways, but the most common is done through our 2 Ombudspersons. The Ombudspersons are both past ARB members and are required to keep all complaints confidential before sharing with the Accreditation Manager and/or Program Director. In some cases the Ombudspersons investigate the complaint themselves, but most often this is done by the ARB Executive Board. If the situation is serious and involves a sentinel event or immediate jeopardy, a focused inspection will be performed and notifications of this will be sent to the ASHI President, CEO, and CMS.

If the complainant wishes to remain anonymous, they can request this, and the reviewers involved will respect that confidentiality.

You can find the contact information for the 2 current ARB Ombudspersons [HERE](#).