



## COMPLAINT AND APPEAL PROCEDURE

TUV-LIMITED-CERTIFICATION

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Prepared By:	Reviewed By	Approved By:

## Contents

### 1- PURPOSE:

- To define the process of receiving and resolving the appeals, complaints

### 2- SCOPE:

- Applicable to appeals and complaints received by TUV LIMITED from clients, customers of clients, or any other interested parties..

### 3- RESPONSIBILITY:

- Certification manager (CM)
- Quality Manager (QM)
- General manager (GM)

### 4- Definitions:

- APPEAL: A request by a client, his authorized representative or a responsible party, to the Certification Body for re-consideration of a decision it has made related to the verification, validation or certification of that client is termed an Appeal.
- COMPLAINT: A Complaint is defined as an expression of dissatisfaction or concern about the service, lack of service, other than appeal, by any person or organization, to the Certification Body related to its certification activities.

### 5- PROCEDURE:

#### **5.1 Common process for both complaints and appeals**

##### 5.1.1 Acknowledgement and Record

Upon receipt, complaints and appeals are acknowledged to sender within five working days,

GM shall liaise concerned person, in order to solve.

For complaint and appeal received from a complainant or appellant, which is not a TUV LIMITED client, the consideration shall be given whether it is appropriate to answer, taking into account potential liability. In such cases, content of the answer is coordinated with client.

This process is subject to requirements for confidentiality.

#### 5.1.2 Responsibility for investigation

Personnel who investigate complaints and appeals shall be different from those who carried out the audits and made certification decision, without discrimination against the appellant or complainant.

The Appeals panel shall be comprised of members from the Impartiality Committee or personnel who the Impartiality Committee considers competent to review the appeal

#### 5.1.3 Resolution process

The resolution process includes the following steps.

- Investigation, including business impacts and analysis of the situation,
- Structured response (root cause analysis, correction, corrective action),
- Implementation of correction and corrective action,
- Information to the client of findings and actions taken,
- Monitoring of results: check if the solution is implemented and effective,
- Record and traceability of documents,
- Follow up on sustainability of results and of resolution.

### 5.2 Appeal process

Appeals are dealt at the level where decision making was done and included in the preparation of TUV LIMITED Impartiality meeting.

### 5.3 Complaint process

Complaint can be written (Formal Letter, Email, Website) or verbal (Phone Call, Feedback during sales visit or audit).

Complaints are handled at contracting entity level. An audit may be initiated to proceed with investigation, and the client shall be notified with reasons for the audit.

### 5.4 Timeframe

An initial response shall be made to the complainant within five working days. The closure timeframe is within 90 days from the date of receipt of the Appeal

/Complaint, TUV LIMITED will provide the client with liberty to approach the

Accreditation Board in case client is not satisfied or the complaint has not been resolved.

6- Reference

ISO 17021-1- 2015

**Revision History**

<b>DOCUMENT REVISION HISTORY</b>			
<b>Revision</b>	<b>Date</b>	<b>Description of changes</b>	<b>Requested By</b>
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