

TUV United-8 MANAGING COMPLAINTS AND APPEALS PROCEDURE

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This procedure describes the process of handling the complaints and appeals. This procedure cannot be amended without previous approval Quality Manager or Director. This is the version is amended by: the Quality manager, approved by: Director.

PROCEDURE FOR MANAGING COMPLAINTS AND APPEALS

AIM AND OBJECTIVE

The objective of this procedure is to describe the steps that are being implemented in resolving complaints and appeals, monitoring handling complaints and appeals.

The objective of this procedure is described the complaints / appeal process within TUV UNITED as well as process of resolving appeals relating to TUV UNITED activities, as well as complaints received from stakeholders, and refer to the client.

SCOPE

This procedure applies to TUV UNITED certification activities .

RESPONSIBILITIES

Director.

Head of departments

Quality manager.

Every TUV UNITED' client and all the interested parties have the right to complaint/appeal in the case that the process of activity has not carried out in accordance with the standard requirements that apply to this area.

Complaints detected whenever the client expresses dissatisfaction over a decision related to a task related to the tasks of TUV UNITED; i.e. granting, maintaining, renewing, extending, reducing, suspending and withdrawing of certification, or any other unacceptable situation arising out of QMS activities with the client, and the client expects a response.

While appeal detected whenever the client requests a decision related to a task related to the tasks of TUV UNITED to be reconsidered; i.e. granting, maintaining, renewing, extending, reducing, suspending and withdrawing of certification.

For effective resolution of complaints and appeals TUV UNITED holds:

- publicly available information as to where, when and how they can make complaint and appeal,
- the applicant informed immediately by e-mail upon receipt of complaints and appeals to the resolution of the ongoing and in what time to expect a response,
- Policy and objectives of complaints and appeals processing,
- The process of resolving complaints and appeals for applicants are free of charge,
- information of the complaints and appeals are kept confidential,
- rules, methods, best practices available in resolving complaints and appeals according to each case separately,

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- informed the applicants of complaints and appeals on all the measures taken.

Reception and recording complaints / appeals

The complaint may be made in any manner that is most suitable to applicant (phone, E-mail, the official letter sent by post to the address), while appeal has to be addressed formally through the official email for TUV UNITED or directly to the director

Upon receipt of a complaint from the client, a knowledge of receiving complaint e-mail shall be sent to the customer by the quality manager or the director.

Upon receipt of a complaint from the client, the Quality Manager within 3 working days, inform the client about the investigation result for the complaint.

Upon receipt of an appeal from the client, the Quality Manager within 30 working days, inform the client about the investigation result for the complaint

Upon receipt of complaints TUV UNITED determines whether the complaint relates to service activities for which it is responsible, and if so it must be taken into consideration. If the complaint relates to service activities then in investigation complaints must consider the effectiveness of the solving.

The complaint / appeal can be received by any personnel of TUV UNITED, but the responsible for processing is the director or other person indicated by the Director for example the quality manager. Since the complainant / appellant need to clearly define what on complaints/ appeals, to be a solution effectively and efficiently solved.

Note: the text of the audit report and comments on the preliminary text of the audit report are not considered complaints / appeals.

- complaint/appeal that arrives in writing shall be introduced to the TUV UNITED appeal form **F-1 / TUV UNITED-8** or through the email, and it would be the responsibility of the quality manager to record the complaint/ appeal on the form **F1 / TUV UNITED-8**.
- complaint/appeal that arrives via e-mail is printed, and attached to the completed form to appeal.
- telephone/verbally received the complaint / appeal to be written in complaint/appeal form by the person who received it.
- Identification number of complaint/appeal is granted according the date of the arrival in the year.
- The register of complaints / appeals is managed by quality manager in the form **F- 2 / TUV UNITED-8** records of complaints / appeals. The respective records of complaints are available also to the administrator who is responsible for its archiving and storage.

Collection of information on the subject of complaint/appeal

Quality Manager determines the subject of the complaint / appeal and the persons responsible for the process to which the complaint relates.

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Depending on the subject of the complaint / the appeal, Quality Manager, collects all the information necessary to resolve the complaint / appeal. These may include: audit records, contract, checklists, audit report, standards, documentation of quality management system TUV UNITED or other

As an important source of information can be used auditors who carried out the audit with a client who filed a complaint / appeal. Auditors who carried out the audit which is the subject of the complaint / appeal shall not be involved in resolving complaints / appeals of that client.

Evaluation of complaint/appeal

Any complaint/appeal is resolved with a very professional approach. Evaluated by severity, using the following matrix:

Criteria	The severity of complaint / appeal	Complexity for solving	Responsibility for solving	Important of complaint
Low	<ul style="list-style-type: none"> -No consequence for the client's management system, product certification, no consequence for the training. -No consequence for the management system of TUV UNITED 	Problem will be solved by correction	Quality manager specific departement manager	Low importance; No needed CA
Middle	<ul style="list-style-type: none"> -Can have impact to the client. -Can have impact to the management system of TUV UNITED 	May be is necessary to form TUV UNITED team for solving	Director, , Quality manager, specific departement manager	Middle importance; CA are needed to be performed
High	<ul style="list-style-type: none"> -There is consequence for the client -There is consequence for the management system of TUV UNITED 	For solving is necessary to form TUV UNITED team plus or not external persons, organizations	Director, Quality manager, specific departement manager	CA has to be performed and the QMS has to be reviewed which refers to the process which is subject of the complaint.

Director approves the decision in the form for complaint/appeal.

Taking actions

If the objective treatment establishes that the complaint/appeal is founded, TUV UNITED must take appropriate actions:

Reviewed : Quality manager

Approved: Director

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Corrections - to correct the resulting errors,

Corrective actions - in order to eliminate the cause of the fault.

Note: When resolving complaints can be used the results of previous similar complaints.

The flow of processing complaints / appeals is recorded in the form of appeal.

Corrective actions are identified and implemented in accordance with the **TUV UNITED-11** Procedure for corrective action.

The deadline for the implementation of corrective action vary from the same day to a maximum of 28 days (high hazard), 10 to a maximum of 15 days (medium hazard) and 7 days (small, with no impact), and foresee the necessary resources for their implementation

Notifying the complainant / appellant

About the measures taken and outcome, Quality Manager officially notify the complainant / appellant, delivering information via email, mail or fax.

The satisfaction of the complainant / appellant

Upon receipt of the Decision on complaints / appeals, the complainant / appellant confirms if accepts the submitted decision.

Clients of TUV UNITED are familiar with the mechanism for filing complaints / appeals through documents on the web pages

If the complaint/appellant does not accept the decision, the case is submitted to the safe gauring committee, whose decision is final in terms TUV UNITED.

The quality manager responsible for keeping all the records on the handling of complaints.

The entire procedure for resolving complaints and appeals, including the receipt, investigation and decision on complaint/appeals in no case should not result in any discriminatory measure against the complainant.

TUV UNITED together with it certified client which is a subject of the complaint, determine if, and in which level, the subject of complaint/appeal.

RELATED DOCUMENTS

TUV UNITED-11 Procedure for preventive and corrective actions

F 1 / TUV UNITED-8 Form for complaint/appeal

F 2 / TUV UNITED-8 Register for complaint/appeal