

## Complaints and Appeals Management

In implementing Group Regulation K-RL 310 "Complaints and Appeals Management", TÜV NORD Group has introduced a documented procedure, CERT-VA-012 "Complaints and Appeals Management" as part of its QM system.

The most important rules which affect customers and third parties with regard to

- customer complaints (customer is not in agreement with the behaviour of the employee of TÜV NORD GmbH or the way in which performance of the order was organised) or
- complaints made by a third party regarding a customer certified by TÜV NORD CERT GmbH or the customer's products
- customer appeal (customer is not in agreement with the certification decision)

are as follows:

1. The customer is asked to send the complaint/appeal in written form to his usual contact address at TÜV NORD CERT GmbH or to the central contact address TÜV NORD CERT GmbH, Langemarckstrasse 20, 45141 Essen, [info.tncert@tuev-nord.de](mailto:info.tncert@tuev-nord.de)
2. The employee at TÜV NORD CERT GmbH who is the first to receive a complaint / an appeal has the duty to pass it on to the group or departmental manager responsible from the technical point of view
3. The group or departmental manager responsible has the duty to oversee processing of the complaint / appeal. If the matter cannot be settled rapidly, the person making the complaint or appeal receives confirmation of receipt.
4. The complaint / appeal is to be handled as follows: the complaint / appeal must be completely understood and corrective action(s) which are acceptable from the technical point of view and with regard to the facts must be proposed and implemented.
5. If necessary, the complaint / appeal should be processed in cooperation with the relevant employee of TÜV NORD CERT GmbH, the relevant specialist manager, relevant employees in administration and, if appropriate, company top management. If needed, the employee responsible for handling the complaint contacts and communicates with the party making the complaint /appeal.
6. The party complaining / appealing receives a written response regarding his case.
7. If the party making the complaint is not in agreement with the response, he can first contact the top management of TÜV NORD CERT GmbH, Langemarckstrasse 20, 45141 Essen.
8. If this does not lead to a satisfactory solution, he has the right to apply to the Advisory Board of TÜV NORD CERT GmbH as arbitration body. However, due to accreditation requirements, this is only permitted in case of complaints. For this purpose, he sends a corresponding letter to the QMR of TÜV NORD CERT, Langemarckstrasse 20, 45141 Essen. The QMR has the duty to send this letter – together with a statement from the point of view of TÜV NORD CERT GmbH – to the members of the Advisory Board. The Advisory Board will consider the case at the latest during their next meeting. The party making the complaint / appeal receives a written statement regarding the result.
9. Furthermore, the complainant has the right to directly file a complaint with accreditation bodies, standard owner or relevant authorities.

Essen, 16.01.2014, QMR