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## Complaints and Appeals



Middle East L.L.C.

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### 1. Definitions:

**Appeal:** Request by the provider of the object of conformity assessment to the conformity assessment body or Accreditation body for reconsideration by that body of a decision it has made relating to that object

**Complaint:** It is defined as a formal expression of dissatisfaction made by any Interested Party against the certified client or by the client against the Certification Body activities.

### 2. Roles and Responsibilities:

- a) **TUV SUD Middle East employee** – Identifies the complaint /appeal and forwards to the Officer Certification body within 48hours.
- b) **Officer Certification body**-He/ She logs the complaint / appeal and forwards the same to the committee.
- c) **The Complaint and Appeal Committee** – This body consists of the Head of the Certification body, Manager and Certification Officer will carry out the investigations and forward the progress and final report to the Complainant and Appellant.

3. Process	Appeals	Complaints
<b>Purpose</b>	This procedure defines the methods used to document and follow-up on appeal made by a party affected by the Certification body personnel including the auditors carrying out the audit or the Decision of the Certification body	This procedure defines the methods used to document and follow-up on complaints made by the interested parties. (For e.g.: workers, trade unions, research institutions, NGOs, community organizations, Labor experts & Customers.) And by certified client or by the client against the Certification Body activities.
<b>Scope</b>	<b>It applies to all TUV SUD Middle East activities associated with system certifications.</b>	



### Process for Appeals and complaints

1. Any interested party or Customer can file a complaint or appeal directly to any employee of TUV SUD Middle East in any form.
2. Any TÜV SÜD Middle East employee receiving a complaint/ Appeal, verbal or written form, should forward the same to QHSE Manager & Head of the Certification Body within 48 hours.
3. Each Customer complaint and appeal will be registered in the Register list ( TUVSME/F-30).
4. An Acknowledgment receipt of the Complaint/ Appeal to the complainant/ Appellant should be given within 5 working days.
5. The acceptability of the Complaint/ Appeal should be determined by the QHSE Manager after discussing and getting approved by the Head of Certification Body on the basis of the evidence received for the same.
6. If the Complaint/ Appeal are not accepted by the Head of Certification Body , QHSE Manager shall notify the complainant/ Appellant the reason for not accepting the same. The client shall also be given the opportunity to provide additional evidence to support the complaint. The Customer may be allowed to approach the Head of Certification Body regarding its acceptance and review.
7. The accepted Complaint/Appeal will be forwarded to the Complaint Committee by the QHSE Manager after approval from Head of Certification Body. This committee will be independent of this complaint or appeal. Necessary Investigations will be carried out and progress reports (generally once in a month) and a formal outcome will be communicated to the customers through mail. The necessary Corrective Action and Preventive Action shall be taken as required.
8. One reminder shall be sent to client communicating the action taken. In case there is no response from client within 14 days the complaint shall be treated as closed.
9. The record shall be maintained for the Current Cycle and 1 full Certification Cycle.
10. The summary of the Complaints/Appeals, action taken shall be as a part of Management Review Input.

### Related Documents

- [TUVSME/F-30 – Customer Complaint Register](#)
- [TUVSME/F-24 – Customer Complaint appeal handling report](#)