

AMENDMENT RECORD				
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NOTICE TO ALL READERS

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1.0 Objective:

Objective of this instruction is to explain the mechanism of handling/ submission of complaint / appeal / any dispute and feedback to TUV Austria.

2.0 Scope:

This instruction notes the bases of usage customer complaint / appeal and feedback form.

3.0 Instruction for The Submission Of Complaint / Appeal / Dispute And Any Feedback

TUV Austria has always considered complaints as an incentive to improve the quality of the service provided. This document describes how third and interested parties can file a complaint with TUV concerning its activities, submit an **observation / feedback** concerning an Organisation which has been certified by TUV or **appeal** against an TUV Service decision.

Appeals are to be sent to the TUV by registered letter with return receipt.

The complaint, observation or appeal must include all the data enabling TUV activity for which a complaint is being filed to be identified, the data of the certified organisation and of the certified product/service for which an observation is being made and your data so that we can contact you and keep you informed of the action being taken as a result of your complaint / appeal and/or observation.

Generally, within two weeks of receipt of the complaint, observation or appeal, you will be sent a communication either through a formal letter or formal email by the Scheme Manager and or by Management Representative) informing you of the action is in process to be taken against the organisation in question.

On receipt of the complaint, observation or appeal, TUV Scheme will investigate the matter and, at the end of the investigation, you will be sent a communication either through a formal letter or formal email by the Scheme Manager informing you of the outcome of the inquiry and the action taken by TUV Austria as per the maintained procedures TUV-SOP- 002 & 007.

The appeal/ complaint is submitted to the members other than those involved in the certification activities related to the complaint or appeal and after the relevant investigations, and after any contacts with the appellant, gives its opinion/decision on the appeal within 60 days from the date of receipt of the appeal by Scheme Manager and communicates by registered letter with return receipt the opinion to the appellant.

The client has the right to object to involvement of particular members of the TUV Austria's management in the appeals procedure if evidence can be provided that their impartiality is compromised. The appellants also have the right to present their case in person at their own expense.

The decision of the Impartiality Committee or the consent personnel involved in the appeal procedure shall be final and binding on both the client and TUV Austria. Once the Committee has made a decision regarding an appeal, no counter claim by either party in dispute can be made to amend or change this decision.

Complaint / Appeal or observation / feedback can be made through following steps;

- Should the client have cause to complaint regarding the conduct of TUV Austria’s staff, the complaint should be made in writing and addressed to the relevant Scheme Manager of TUV Austria.
- Should the complaint be made against the Scheme Manager, the letter of complaint should be addressed to TUV Austria responsible Head of Business Assurance Department.
- Separate customer complaint / appeal form is also available on the website www.tuvat.asia.
- Download the form, fill and forward to the company Scheme Manager and or any relevant personnel email id (if it is in your information) or can forward the complaint through “*contact us*” tab on the website.
- For observation / feedback, separate form is available on the website www.tuvat.asia, download it, fill and forward to the company coordinators to their relevant email ids or any relevant personnel email id (if it is in your information).

4.0. Documentation

Reference	Title
TUV-SOP-002	SOP for handling Complaint, Appeal and Dispute
Form -23	Customer Complaint/Appeal Form
Form-24	Customer Feedback form
Form -50	Customer Complaint Log