

# Certification Body for Persons – Review – Appeal and Complaint Process



Examination Institute

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## Review of exam papers

Candidates may review their exam papers individually either directly after the examination on the examination day with the invigilator or upon filing a separate application. While viewing their exam papers, candidates will be invigilated and have the opportunity of comparing their answers with the exam answer sheet and questionnaire. During the review of the exam paper, the invigilator will not answer any content-related questions on the marking of the exam. The exam papers may not be copied or reproduced in any way. The review of the exam papers directly after the exam on the examination day with the invigilator is free of charge. If the candidate files a separate application for review of the exam papers, a net rate of € 60.00 (€ 71,40 including VAT) or 73,15 CHF for Switzerland will be charged per exam module and billed upon submission of the application. The exam papers can be reviewed for a maximum period of 20 minutes per exam module.

Trainers and other third parties may not review the examination.

Please address the application for the review to: [akd.it@tuev-sued.de](mailto:akd.it@tuev-sued.de) or to the postal address listed below.

## Appeal process

The candidate may appeal (for a charge) against the examination result either after the review of the exam paper or without having done so. The appeal must be done one day after the examination at the earliest and four weeks after establishment of the reasons for appeal at the latest. The rate amounts to € 60.00 net (€ 71,40 including VAT) or 73,15 CHF for Switzerland per exam module and billed upon application.

The reasons for appeal must always be described and accompanied by specific references. Therefore please use the “Appeal Process Application Form”.

The Head of the Certification Body for Persons of TÜV SÜD Academy will initiate technical review of the appeal by technical experts appointed for this purpose or forward the appeal to the party holding the rights to the respective examination system. Following completion of the appeal process, the complainant will receive a written notice outlining the technical facts. If the appeal process is decided in favour of the complainant, the rate charged for the appeal process will be reimbursed.

## Complaint process

Further complaints, which are not related to the examination results, can be submitted by email or writing. The Head of the Certification Body for Persons of TÜV SÜD Academy will check the responsibility for this complaint and will act accordingly.

Appeals and complaints must be addressed to:

TÜV SÜD Akademie GmbH  
Head of the Certification Body for Persons  
Westendstrasse 160  
80339 Munich, Germany or  
emailed to [akd.zert@tuev-sued.de](mailto:akd.zert@tuev-sued.de)