



**Add value.
Inspire trust.**

Procedure for dealing with complaints, appeals or claims (hereinafter submissions) – overview for the public

1 Policy of TÜV SÜD Czech

The basic rule that TÜV SÜD Czech observes in all circumstances is objective decision-making while strictly maintaining the principle of equality of parties. Every complaint, appeal or claim (hereinafter referred to as a **submission**) must be assessed by a responsible employee and must be given an objective opinion by an independent and responsible bod of the company.

It is excluded that a particular interest or a sovereign attitude towards the client or stakeholders, whoever they may be, may prevail in the decision-making process. Each submission must be assessed to its content, not its form, the merits of the case must be clearly identified, and the internal documentation guarantees a procedure that ensures that the matter is objectively and correctly assessed and decided.

2 Areas of activity of TÜV SÜD Czech to which submissions may apply

The submission can be applied to all activities and processes for which TÜV SÜD Czech s.r.o. is responsible.

3 Who can lodge a submission

The submitter may be any natural or legal person exercising a reservation against the activities or processes of TÜV SÜD Czech s.r.o.

4 Method of making submissions

The submission must be delivered in writing, by post or electronically:

- via the response form to www.tuvsud.com/cs-cz - [in the section Klienti/Clients / Stížnosti/Complaints](#)
- or by post addressed: TÜV SÜD Czech s.r.o. Quality Department, Novodvorská 994, 142 21 Prague 4, Czech Republic
- or by e-mail to : quality.cz@tuvsud.com
- or data box: 7G9cian

Each submission shall contain information about the matter to which it relates, its timing and, where possible, objective evidence as to its substance. It shall also include the address and contact details of the person making the submission.

All correspondence between the company and the submitter shall be in writing only (by post, e-mail) for the sake of traceability and documentability of the individual steps taken.

Anonymous submissions are not processed.

5 Procedure for handling submissions

Each submission received is registered and an employee responsible for the first-instance investigation of the complaint is appointed. The submitter is informed of the receipt of the submission in writing (by post, e-mail) within 5 working days of receipt, including an outline of the course of steps that TÜV SÜD Czech proposes for the further handling of the submission.

The submission will be resolved by TÜV SÜD Czech within 30 days, or if it is a particularly complex case, within 60 days. The submitter will be notified of any extension of the deadline. The submitter will be notified of the settlement of the submission within 10 days of the final decision.

In cases where the submitter is not satisfied with the outcome of the first instance decision or the investigation procedure, they may appeal to the second instance. The second instance is the independent Committee for safeguarding impartiality (represented by the Chairperson of the Committee). The second instance may change the decision of the first instance. The same deadlines apply to second instance investigations as to first instance proceedings.

6 The following applies to the area of activities covered by the CB IFS TÜV SÜD Czech

Appeals against IFS audit results:

Appeals may be made within 14 days of the demonstrable written notification of the result to the client.

Appeals against IFS audit results must be processed within 20 working days of receipt of information from the audited site.

The following applies to the handling of complaints received from companies and/or other relevant parties: A letter acknowledging receipt of the complaint must be issued within five (5) working days. An initial response must be provided within ten (10) working days of receipt of the complaint. A full written response shall be provided after a complete and thorough investigation of the complaint has been completed.

For complaints received by IFS offices, the basis for handling complaints is described in the IFS Master Agreement with Certification Bodies:

- If the complaint concerns the quality of IFS audits or the content of IFS audit reports, the Certification Body shall provide a statement within ten (10) working days on the cause and the actions intended to correct the problem.

- If the complaint concerns administrative errors, e.g. in IFS audit reports, IFS certificates or the IFS database, the certification body shall provide a statement on how to remedy the problem within five (5) working days. The statement shall be issued in writing, by e-mail or by post.

7 Submissions against the client of TÜV SÜD Czech

In the event of a submission against a client of TÜV SÜD Czech, the client is informed without undue delay and TÜV SÜD Czech requests its opinion on the matter. In addition to the submitter, the client against whom the submission has been lodged shall be informed in writing of the outcome of the investigation.

TÜV SÜD Czech always maintains confidentiality rules regarding of submissions and no information obtained while processing a submission is disclosed to a third parties. Exceptions to this obligation are cases specified in generally binding legal regulations or cases where TÜV SÜD Czech is authorized in writing by the client and the complainant to communicate information beyond any doubt.