



**Add value.
Inspire trust.**

Procedure for dealing with complaints, appeals or claims – overview for the public

1 Policy of TÜV SÜD Czech

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

It is impossible for a particular interest or a sovereign attitude towards the client or interested parties, whoever they may be, to prevail in decision-making. Each complaint must be assessed according to its content, not its form, the merits of the case must be clearly identified and internal documentation guarantees a procedure that guarantees that the matter will be objectively and correctly assessed and decided.

2 Areas of activity of TÜV SÜD Czech about which a complaint can be lodged

The complaint can be applied to all activities and processes for which TÜV SÜD Czech s.r.o. Responsible.

3 Who can lodge a complaint

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

4 How to lodge a complaint

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

- via the response form to www.tuvsud.com/cs-cz - [in the section Clients/Clients / Complaints/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 complaint should contain information on the matter to which it relates, its timing and, as far as possible, objective evidence concerning its substance. In addition, the address and contact information of the person lodging the complaint. Anonymous complaints are not dealt with – they are only registered.

5 Complaint handling procedure

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

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

In cases where the complainant is not satisfied with the outcome of the first-instance resolution of the complaint or the procedure of its investigation, the second instance is the independent Committee for safeguarding impartiality (represented by the Chair of the Committee for safeguarding impartiality). The second instance may change the decision of the first instance. The same deadlines apply to investigations at second instance as to first-instance proceedings.

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

6 Complaints against the client TÜV SÜD Czech

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

TÜV SÜD Czech always adheres to confidentiality rules regarding complaints and no information obtained during the handling of complaints is disclosed to third parties. An exception to the obligation representing 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.