



Middle East

**Add value.
Inspire trust.**

COMPLAINTS AND APPEALS

FOR CERTIFICATION OF PERSONS

{According To BS EN ISO/IEC 17024:2012}

❖ COMPLAINTS AND APPEALS

- An essential goal of **TÜV SÜD Middle East** is to satisfy the customer requirements. One means is to maintain regular contact to the customer to exchange experience, so the service can be enhanced and optimized. The procedure describes the measures taken to reported customer's complaints and appeals.

A. COMPLAINTS

- 1) **TÜV SÜD Middle East** complaint procedure have been designed to ensure that only valid and actionable complaints are investigated and considered.
- 2) **TÜV SÜD Middle East** has used an appropriate structure that fairly represents the interests of all parties significantly concerned, without any interest predominating.
- 3) The procedure also ensures that all parties involved in the complaint have an opportunity to document circumstances warranting the complaint and to respond to the complaint.
- 4) Complaints which have been received against any employee will be investigated by **TÜV SÜD Middle East** concerned Operation Manager.
- 5) If the complaint is considered actionable, the operation Manager informs both the employee and the complainant of the official opening of the investigation.
- 6) Following the investigation of the complaint, the Operation Manager informs the employee and the complainant of its decision.
- 7) The concerned manager will initiate the necessary and suitable corrective and preventive action. The details of the actions will be recorded and approved by management.
- 8) A description of the complaints-handling process will be accessible without request. The quality manager will be monitoring this process to ensure that all parties are treated fairly and equitably at planned intervals.
- 9) **TÜV SÜD Middle East** will always ensure that all complaints are handled and processed in a constructive, impartial and timely manner.
- 10) Whenever possible, **TÜV SÜD Middle East** shall acknowledge receipt of the complaint and shall provide the complainant with progress reports and the outcome.

COMPLAINTS AND APPEALS FOR CERTIFICATION OF PERSONS

- 11) Whenever possible, **TÜV SÜD Middle East** shall give formal notice of the end of the complaints-handling process to the complainant.
- 12) Any substantiated complaint about a certified person shall also be referred to by the concerned manager to the certified person in question at an appropriate time.
- 13) The complaints-handling process will be subject to requirements for confidentiality by the entire personal certification department, as it relates to the complainant and to the subject of the complaint.
- 14) The decision to be communicated to the complainant shall be made by, or reviewed and approved by, personnel not previously involved in the subject of the complaint.

B. APPEALS AGAINST DECISION ON CERTIFICATION PROCEDURE

- 1) That **TÜV SÜD Middle East** shall acknowledge receipt of the appeal, and once receipt of appeal against the result of the Certification of Persons processes shall be forwarded to concerned manager for suitable initial investigation.
- 2) An investigation against appeal if required shall be carried out along with Dept Head/ Technical Manager. The concern examiner shall be involved during the investigation.
- 3) If the appeal is considered actionable, the appeal will be tracked, recorded and the action for the appeals shall be taken based on the outcomes of the concerned operation manager decision, taking into account the results of previous similar appeals.
- 4) Following the investigation of the appeal, the operation manager informs the client/ candidate of his decision.
- 5) The concerned Manager will initiate the necessary corrective action. Therefore will be approved by management to ensure that the appropriate correction and corrective action are taken and notified to the client/ candidate by giving formal notice to the appellant at the end of the appeals- handling process.
- 6) The invalid appeals shall be notified to the respective client/candidate.
- 7) In case of dispute between **TÜV SÜD Middle East** and other clients, therefore if the client refuses to pay whatever is outstanding then the situation shall be referred to the legal representative/ lawyer as required.
- 8) **TÜV SÜD Middle East** will monitor the implementation of this procedure to ensure that all appeals are dealt in a constructive, impartial and timely manner.

COMPLAINTS AND APPEALS FOR CERTIFICATION OF PERSONS

- 9) A description of the appeals- handling process shall be publicly accessible without request.
- 10) TÜV SÜD Middle East will only be responsible for all decisions at all levels of the appeal-handling process. And will ensure that the decision-making personnel engaged in the appeals-handling process are different from those who were involved in the decision being appealed.
- 11) Submission, investigation and decision of appeals will not result in any discriminatory actions against the appellant. In case of any complaint against wrong behavior will be subject to another investigation and therefore action will be taken.

Complaints and Appeals should be addressed to:

Certification Administration Contact detail in Dubai Office:

Unit No: A01-A06, 15th Floor Tower-A, Empire Heights Building, Abraj Street, Business Bay, P.O Box 2834

Dubai, U.A.E / Phone: +971-4-4473113 / Fax: +971-4-4473112 /

E-mail: info@tuvsud.com




Certification Administration contact detail in Qatar Office :

Office C101, 1st Floor, Block-36, Type Sayer, The Commercial Avenue, Doha, Qatar

Qatar/Phone : +974-40052000 Fax : +974-40052020

Email: info.q@tuvsud.com

TABLE OF CONTENTS		
Section	TITLE	Page No.
01	Complaints	2
02	Appeals	3
03	Complaints and Appeals Address	4

Issue No/Rev. No. / Date	Prepared by:	Reviewed by:	Reviewed By	Approved by:
0.0/04 / 21.05.2022	Mr. Mani Perumal QHSE Manager 	Mr. Muhannad Deeb Branch Manager 	Mr. Hayder Abdulaziz Operations Manager 	Mr. Salah Safah CEO-Middle East 