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**Add value.  
Inspire trust.**


## **CUSTOMER RELATED PROCESS**

- A. CUSTOMER COMPLAINTS AND APPEAL HANDLING**
- B. CUSTOMER FEEDBACK AND COMPLIMENTS**

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### ESTABLISHMENT AND HISTORY OF CHANGES

Issue	Revision Number	Effective Date	Reasons / Contents	Prepared by:	Reviewed by:	Approved by:
2	00	22.09.2025	Integration of procedures from all Business Units, overall review of content, and amendment to align with ETQ Reliance process	Mani Perumal	Mani Perumal Ashraf Amman Ahmed Essam Ghassan Ramadan Bruno Monteiro	Vibhavari Bhagwat

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## 1. PURPOSE

To establish a unified process for receiving, documenting, investigating, and resolving customer-related inputs, including complaints, appeals, feedback, and compliments, in order to:

- Ensure timely and fair resolution.
- Promote transparency and impartiality.
- Capture both negative and positive feedback for continual improvement.

## 2. SCOPE

This procedure applies to all complaints, appeals, customer feedback, and compliments received across all Business Units (BUs) of TÜV SÜD Middle East. It covers inputs received from customers, regulatory bodies, accreditation bodies, employees, subcontractors, and other interested parties.

## 3. ROLES AND RESPONSIBILITIES

**Employees** – Forward any received input (complaint, appeal, feedback, compliment) to BU QMR immediately.

**Supervisors/Managers** – Support investigations, ensure corrective actions, and approve resolutions.

**BU QMR** – Register input in ETQ Reliance, assign to responsible staff, monitor timelines, verify closure.

**Corporate QMR** – Monitor trends across BUs, perform sampling, ensure impartial handling, and report to management.

**Complaint & Appeal Committee / Investigators**– Investigate critical complaints and appeals requiring independent review.

**BU Heads** – Evaluate complaints and feedback, ensuring everything is handled flawlessly

## 4. PROCEDURE / ACTIVITIES

### 4.1. Definitions:

**Complaint** – Formal expression of dissatisfaction, relating to services, staff conduct, or processes, where response is expected.

**Appeal** – Request for reconsideration of a decision made by TÜV SÜD Middle East or its assessors.

**Customer Feedback** – Any opinion, comment, suggestion, or concern shared by a customer; may be positive, negative, or neutral.


**Compliment** – Positive expression of satisfaction or appreciation from a customer or stakeholder.

**Critical Complaint/Feedback** – High-risk issue (e.g., potential loss of customer, breach of contract, litigation, adverse publicity).

### 4.2. Complaint / Appeal Processing

The complaint/ appeal is received by any staff at the Business Unit or central functions. The quality representative of respective business unit shall assign this complaint to the person who is responsible for actions, he/ she shall review the details complete the action and upload the feedback with necessary evidence on “ETQ Reliance complaints, appeals, customer feedback” module. Please refer [User Manual](#) for process for registering the complaint/ appeal.

The BU QMR shall verify the completeness of the action taken and decide the disposal action. The data collected on complaints and the actions taken shall be taken up in the upcoming Management Review to Identify Improvement potential.

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This data will be reviewed against the existing risk analysis. In case where registered risk has been reidentified as a complaint, then process owner/ auditee needs to do RCA & CAPA and same must be reviewed against the established controls of risk analysis against that specific risk.

In case the process owner identifies the discrepancy in the existing control, he/ she should revise/ update the control for betterment. Also, refers to the apex manual TUVSUD-QM-IMS-01, section 6.1.

Process	APPEALS	COMPLAINTS
Purpose	This procedure outlines the methods for documenting and addressing appeals submitted by parties impacted by the actions or decisions of conformity assessment body personnel, including auditors conducting audits, inspectors performing inspections, or the certification body itself.	This procedure outlines the methods for documenting and addressing complaints submitted by interested parties (e.g., Regulatory Bodies, workers, trade unions, research institutions, TÜV SÜD Middle East. NGOs, community organizations, labor experts, and customers) regarding TÜV SÜD Middle East activities.

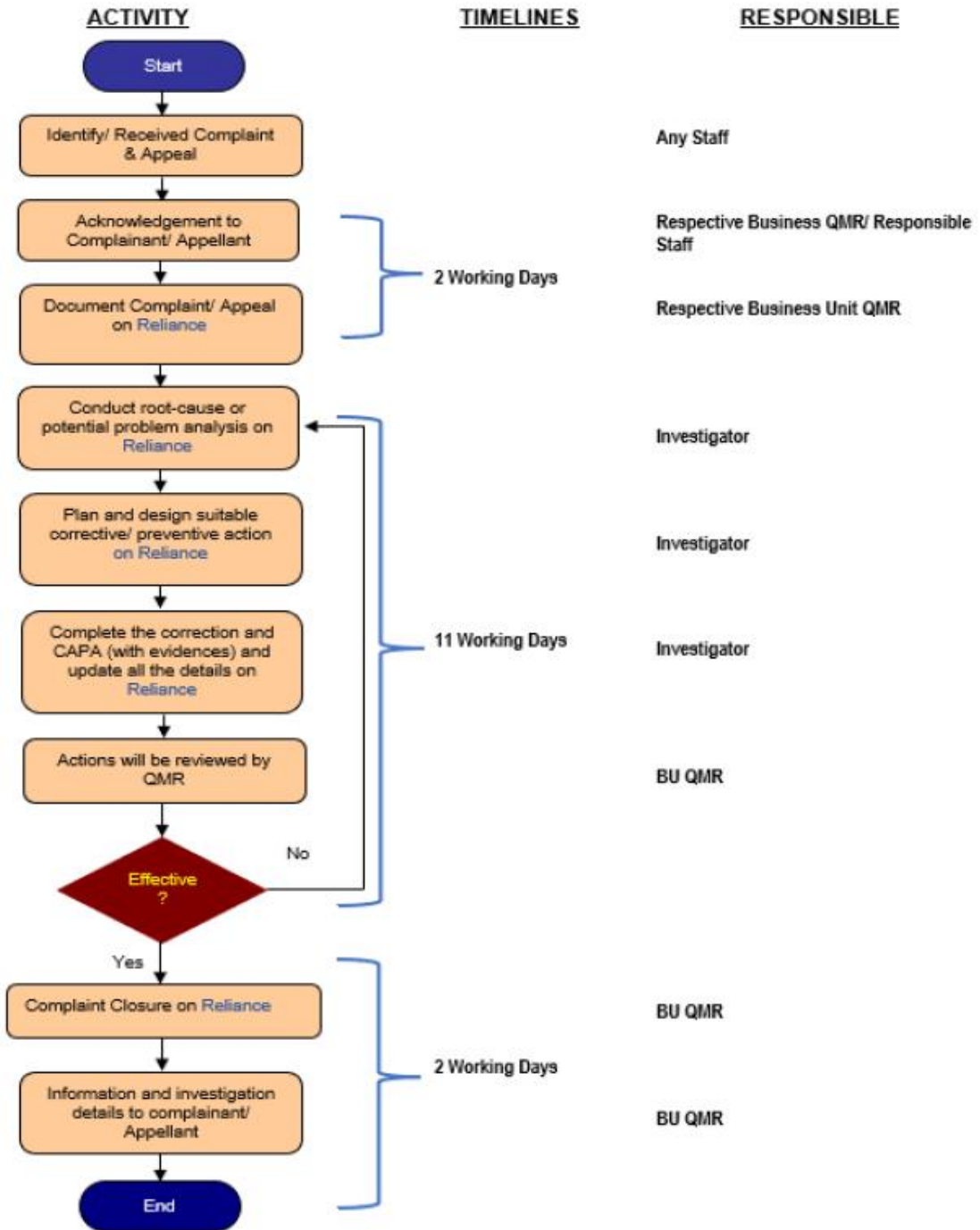
#### Process for Handling Appeals and Complaints

1. Any interested party or customer can file a complaint or appeal on the website provided email address [Complaints.AppealsME@tuvsud.com](mailto:Complaints.AppealsME@tuvsud.com) or update on website under section feedback and complaints or directly to the corporate quality in any form.
2. Any TÜV SÜD Middle East employee receiving a complaint/ Appeal, verbal or written form, should forward the same to concern department. BU QMR or responsible person shall register the same on “ETQ Reliance complaints, appeals, customer feedback” module (database) within 2 working days in an appropriate procedure.
3. An Acknowledgment receipt of the Complaint/ Appeal to the complainant/ Appellant should be given within 2 working days (after received at BU)
4. The acceptability of the Complaint/ Appeal should be determined by the complaint manager/ QMR at Business unit based on the investigation and evidence received for the same however registration on reliance is mandatory for all complaints.
5. If the Complaint/ Appeal are not accepted, he/she shall notify the complainant/ Appellant the reason for not accepting the same. The client shall also be given the opportunity to provide additional evidence to support the complaint. The Complainant may be allowed to approach the Regional Manager/ Area Manager / Operations Manager of the business unit or corporate quality regarding its acceptance and review.
6. The Complaint/Appeal will be registered by BU quality representative on reliance. Before assignment of the investigator, BU QMR shall review the severity of complaint against their own risk log applicable. When complaint area is identified as “HIGH RISK” in risk log, then it shall be marked as “CRITICAL COMPLAINT” on reliance (under “Information” tab). Due to this other stakeholder of respective complaint can understand criticality and can prioritize their actions. The BU quality representative then assigns a team or an individual who is responsible for this complaint or appeal. Complaint that does not get link with any of the risks identified, it should be treated as new risk area and to be integrated with existing risk log suitably. BU QMR will review risk analysis performed against the complaint/ appeal while accepting correction action plan.
7. Necessary Investigations will be carried out and progress reports (generally once in a month) and a formal outcome will be communicated to the complainant/ involved body (e.g., accreditation or regulatory body) through mail. Before designing the action plan, respective QMR and process owners must review the risk category and then decide on the timelines. The necessary Corrective Actions shall be taken as required.

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8. All the actions taken during resolution of the complaint are recorded in the reliance corrective action module. These actions will be reviewed against the existing risk analysis .
9. All complaints must be closed within 2 weeks / 15 days' time. In cases where the actions need longer time or root cause requires more stakeholder consultation, additional time could be necessary (not applicable for critical complaints). When additional time is required, complainant and/or key stakeholders is informed about the interim progress of complaint investigation and informed about the longer time necessary. In agreed extended time, closure of complaint is ensured.
10. The investigation details and actions taken shall be communicated to complainant / appellant appropriately. In case there is no response from client within 14 days the complaint shall be treated as closed. BU quality representative will be responsible for closure of this complaint.
11. Generally, the record shall be maintained for the current cycle and 1 full certification/ accreditation cycle. This may differ on case-to-case basis as per accreditation/ certification/ regulatory body/ customer's contract/ legal requirements, etc. In case more than one criterion applies, then period of maintenance will be whichever is longer.
12. The summary of the Complaints/Appeals, action taken shall be as a part of Management Review Input.

### 4.3. Complaint and Appeal Handling Process Flow (with timelines)



### 4.4. Customer Feedback & Compliments Handling

- Business unit should use one or mix of following channels (but not limited to) for collecting customer feedback, such as – customer feedback form, telephonic/ verbal feedback, emails, survey, MS Forms etc
- Any interested parties can register their feedback or concerns through our web portal [www.tuvsud.com](http://www.tuvsud.com)
- The frequency of feedback collection shall be at least once in a year.

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- In case of long-running projects and activities, intermittent customer feedback is collected relating to the quantum of work completed. This will help operation / client managers to improve on the processes or systems to align customer expectations.
- Customer feedback, especially negative relating to the service provided by TÜV SÜD Middle East shall be recorded on ETQ Reliance.
- While selecting feedback type on ETQ Reliance BU representative will use following options on ETQ Reliance, such as – (i) Positive Customer Feedback and Compliments – “Positive Feedback”, and (ii) Negative Customer Feedback – “Survey Feedback”
- In case of positive customer feedback and compliment no additional information required from customer
- Negative customer feedback required further investigation with respect to root cause analysis, correction, corrective actions, risk analysis, etc. **[similar to complaint management]**
- Critical Complaints/Feedback (High Risk: loss of customer, litigation, breach of contract, recurring feedback, etc.) must be escalated to BU Head and Corporate QMR immediately and support functions (Legal, HR, Finance, etc.) to be involved as required.

#### 5. DOCUMENTATION / RECORDS

- Complaint/ Appeal Registration Portals  
ETQ Reliance (complaints, appeals, customer feedback Module and Corrective Action Module)
- TUVSUD-IMSP-12 Control of Non-Conforming Product