


|   |                                |                    |                              |
|---|--------------------------------|--------------------|------------------------------|
|  | <b>Complains Handling form</b> | <b>Reference</b>   | <b>TUVSUD-PS-GEN-REC-017</b> |
|   |                                | <b>Version</b>     | <b>REV:03</b>                |
|   |                                | <b>Date</b>        | <b>09.08.2024</b>            |
|   |                                | <b>Author</b>      | <b>Ghassan Ramadan</b>       |
|   |                                | <b>Approved by</b> | <b>Shaheer Marath</b>        |

**No:** TUVSUD-PS-GEN-REC-017-XX  
**Date:** DD/MM/YY  
**Client Details:**

Please fill in the information *(Please add N/A if not applicable)*


|                       |  |                        |  |
|-----------------------|--|------------------------|--|
| Client ID:            |  |                        |  |
| Name of Organization: |  |                        |  |
| Address:              |  |                        |  |
| Email:                |  | Telephone:             |  |
| Contact Person:       |  | Date of Application:   |  |
| Date of Evaluation:   |  | Date of Certification: |  |

**Case Details:**

|                         |   |
|-------------------------|---|
| Type of Certification   | <input type="checkbox"/> Facility<br><input type="checkbox"/> Product   |
| Sector (Product/ Group) | <input type="checkbox"/> SFDA -KSA Certifications<br><input type="checkbox"/> SASO - KSA Certifications<br><input type="checkbox"/> MOIAT -UAE Certifications |
| Scope of Certification  |   |

**COMPLAINT INFORMATION**

|   |                     |
|---|---------------------|
| Complaint Date:   | Complaint taken by: |
| <hr style="width: 20%; margin-left: auto;"/> Customer Signature |                     |

|   |                                |                    |                                     |
|---|--------------------------------|--------------------|-------------------------------------|
|  | <b>Complains Handling form</b> | <i>Reference</i>   | <b><i>TUVSUD-PS-GEN-REC-017</i></b> |
|   |                                | <i>Version</i>     | <b><i>REV:03</i></b>                |
|   |                                | <i>Date</i>        | <b><i>09.08.2024</i></b>            |
|   |                                | <i>Author</i>      | <b><i>Ghassan Ramadan</i></b>       |
|   |                                | <i>Approved by</i> | <b><i>Shaheer Marath</i></b>        |

**For TUV SUD MIDDLE EAST Quality Certification Body use only:**

|   |  |
|---|--|
| <b>Identify cause of complaint:</b>                   |  |
| <b>Corrective Action taken (If needed):</b>           |  |
| <b>Personnel in-charge to Follow-up with Clients:</b> |  |
| <b>Client Feedback after following up</b>             |  |
| <b>Reviewed by (with Remarks)</b>                     |  |
| <b>Position&amp; Signature</b>                        |  |
| <b>Approved by (with Remarks)</b>                     |  |
| <b>Position&amp; Signature</b>                        |  |