



Complaints and Appeals Procedures - Product Service

All TÜV SÜD MIDDLE EAST L.L.C/ TÜV SÜD SAFETY ENGINEERING clients have the right to make a complaint, appeal against any certification decision or request a review of any evaluation decision TÜV SÜD MIDDLE EAST L.L.C/ TÜV SÜD SAFETY ENGINEERING L.L.C/ TÜV SÜD SAFETY ENGINEERING may take if they can bring forward good arguments. We are constantly looking beyond customers' and society's expectations to deliver market leading services wherever they are needed.

TÜV SÜD MIDDLE EAST L.L.C/ TÜV SÜD SAFETY ENGINEERING has a comprehensive process to handle complaints. It satisfies the requirements of ISO 17065. This process applies to complaints relating to TÜV SÜD MIDDLE EAST'S certification services, and complaints against certified clients made to TÜV SÜD MIDDLE EAST.

1. Definitions:

- **Complaint:** A “Complaint” means expression of dissatisfaction by individual(s) or organization(s) (including certified organization(s)) with an issue related to TÜV SÜD MIDDLE EAST L.L.C/ TÜV SÜD SAFETY ENGINEERING or organizations certified by TÜV SÜD MIDDLE EAST L.L.C/ TÜV SÜD SAFETY ENGINEERING against individuals and conduct of individuals of our organization. Specifically, the following are the issues that could be handled under this process:
 1. Product Certification services of TÜV SÜD MIDDLE EAST;
 2. Organizations (Product & facility) certified by TÜV SÜD MIDDLE EAST
- **Appeal:** A request to review and reverse a Certification Decision. Appeals against Certification Decisions are decided on by the Appeal-Review Committee

2. HOW TO REGISTER A COMPLAINT/APPEAL

- In general, for complaints or appeals can register by completing the form Complaints & Appeals Form which you can download on our website and share the filled form through the mail on info@tuvsud.com, or can use [contact-us](#) feature in our website which will be submitted to our concerned department.

3. PROCEDURE

- Upon receipt of the complaint, TÜV SÜD MIDDLE EAST L.L.C/ TÜV SÜD Safety Engineering will send an acknowledgement to the complaint within 48 hours.
- TÜV SÜD MIDDLE EAST L.L.C/ TÜV SÜD SAFETY ENGINEERING will not respond to anonymous requests-forms without clear contact information.
- After receipt of the request in writing, TÜV SÜD MIDDLE EAST L.L.C/ TÜV SÜD SAFETY ENGINEERING shall investigate whether it relates to the certification activities and scopes for which TÜV SÜD MIDDLE EAST L.L.C/ TÜV SÜD SAFETY ENGINEERING is responsible and decide the acceptance of it within 7 days.



TÜV SÜD Product Certification Division Terms & Conditions

- Where the request is identified and accepted to be investigated, TÜV SÜD MIDDLE EAST L.L.C/ TÜV SÜD SAFETY ENGINEERING shall acknowledge the same to the complainant-appellant or the concerned person submitted the request.
- All those incidents are registered in a special log in our database where they are thoroughly investigated under the responsibility of the concerned office and the supervision of the department manager.
- The results of the investigation are then communicated to the client or any other stakeholder by the concerned office to which the complaint or appeal was addressed. This is normally done within the following thirty calendar days, provided that all the documentation and information needed for the investigation was received. Formal outcome will be communicated to the customers through mail. The necessary Corrective Action and Preventive Action shall be taken as required
- In case where the request is not accepted, TÜV SÜD MIDDLE EAST L.L.C/ TÜV SÜD SAFETY ENGINEERING shall give notice to the complainant of it with the reason(s), and guidance on how to proceed further with this request.
- One reminder shall be sent to client communicating the action taken. In case there is no response from client within 14 days the complaint shall be treated as closed.
- In case you were dissatisfied with these results, you have the possibility to submit a request for reconsideration which will be investigated by a higher-level manager.