

Procedure Complaint Management		 South Asia
IS-GHG-VVB-02	Certification Body	

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1 Purpose

This documented procedure describes the consistent and systematic way of receiving, managing, evaluating and investigating disputes, complaints and appeals concerning reports / certificates or other activities related to GHG validation/verification activities.

It specifies the complaint management procedure of TÜV SÜD South Asia Pvt Ltd regarding the requirements of the Certification Body.

2 Scope of application

This documented procedure applies to all staff involved in GHG validation/verification activities activities.

3 Roles and responsibilities

The responsibility for the contents of this documented procedure and for processing disputes, complaints and appeals addressed to the Certification Body (CB) shall rest with the Quality Manager (QM).

4 Procedure / activities

Any person working in GHG validation/verification activities is obliged to receive, acknowledge and keep records of any client's expression of dissatisfaction given orally or written, per telephone, e-mail, fax, letter, etc.

Complaint management should be documented and records should be kept as per the "Control of documents and records procedure". The Quality Manager (QM) is responsible to keep track of any activity related to this procedure.

The documentation should include the following information as a minimum requirement: written justification of the dispute, complaint or appeal, the actions initiated and monitoring of the effectiveness of the process. The information is documented using the "Complaint Management Form".

a. Definitions

Dispute: disagreement between the VVB and a client on the VVB's work.

Appeal: request by clients for reconsideration of a decision made in VVB's work.

Complaint: expression of dissatisfaction other than appeals by any person or organization to the VVB relating to its work.

Any dispute that is not solved by the audit team can be considered as a complaint or an appeal.

b. Procedure for Disputes and Complaints

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After an expression of dissatisfaction is received and acknowledged, the Quality Manager is to be informed.

The Quality Manager should define a person or team independent from those who are subject of the dispute or complaint, to obtain and to evaluate all necessary information for assessing the validity of the dispute or complaint. The tracking and recording complaints, including actions undertaken in response to them should be maintained by the Certification Body.

In case that the assessment shows a validity of the dispute/complaint the designated team is responsible to evaluate the nature and to investigate the motives of the disagreement and then shall propose actions to clarify the situation using the “Complaint Management Form”.

In case the complaint is received from the PPs, the Certification Body shall acknowledge the complaint and inform further action and timeline for closure to PP within 7 working days. The progress of the process, where feasible should also be provided to the complainant.

In case if the complaint is received from NABCB, the timeline specified by them for response and closure shall be followed.

The team informs the Quality Manager of the result and they decide if the actions are enough to avoid the re-occurrence of such kind of issues.

The Quality Manager shall decide if the issue is considered to be a non-conformity. In such cases the “Elimination of non-conformities procedure” is to be followed.

The correct implementation of the actions to be taken is reviewed by the designated team and reported to the Quality Manager / Top Management.

The complainant/disputant is informed formally about the outcome of the investigation and the result.

During the complete process the complainant/disputant and the subject of the complaint/dispute are to be kept confidential.

c. Procedure for appeals

After an appeal is received and acknowledged, the Quality Manager is called upon to clarify the issue or settle it amicably in the interest of both parties.

Should the complainant fail to agree to the solution, the Quality Manager shall establish an independent appeal panel.


The panel shall be composed of:

- At least one person from the CB who was not involved in the activity, subject to the appeal;
- Persons who are not involved in the project for which the appeal is made, including the technical review and final decision making
- Any number of neutral third parties as agreed with the appellant (not mandatory).

The tracking and recording appeals including actions undertaken in response to them should be maintained by the Certification Body.

In case the appeal is received from the PPs, the Certification Body shall acknowledge the complaint and inform further action and timeline for closure to PP within 7 working days. The progress of the process, where feasible should also be provided to the appellant.

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The communication channel, activities plan and timeline of the appeal panel are to be defined for each appeal case. The submission, investigation and decision on appeals should not result in any discriminatory actions against the appellant.

All necessary information for assessing the nature and validity of the appeal is to be presented from the CB (VVB) and client side.


The panel should investigate the motives of the appeal and decide on actions to be taken. The final decision shall be made by the independent appeal panel.

If the result of the investigation is a non-compliance with the requirements, the “Elimination of non-conformities procedure” shall be used.

The correct implementation of the actions to be taken is reviewed by the Quality Manager.

During the complete process, the appellant and the subject of the appeal are to be kept confidential.

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5 Other reference documents

- Complaint Management Form
- Elimination of non-conformities procedure
- Control of documents and records procedure
- Tracking sheet of complaints, disputes and appeals

6 Revision History

16/07/2020	Version 1: Initial documentation of the procedure
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