

## Complaints and Appeals Management

TÜV HELLAS S.A. as an accredited certification/inspection body has developed and implements a documented procedure for the management of complaints and appeals. Having high responsibility values and engagement to meet customer expectations, TÜV HELLAS gives everyone the right to submit a complaint in written. The appeals shall be submitted by using the attached document QF(ADM-14)-01, and the same document should be used for the submission of a complaint.

The basic rules followed for the management of complaints and appeals are :

- Complaints and appeals should be submitted to TÜV HELLAS - Tel: 00302152157400 / Mail Address : 282, Mesogeion Ave., 155 62 Cholargos, Greece, fax : 0030 210 6528025 / e-mail : [info@tuvhellas.gr](mailto:info@tuvhellas.gr)
- The Head of the responsible Department will receive the complaint / appeal document for investigation
- The Head of the Responsible Department is responsible to contact the complainant/appellant in order to confirm the complaint / appeal receipt and to ask for any clarifications
- TÜV HELLAS S.A. investigates the complaint / appeal, contacts the complainant and any involved body / employee for clarifications (when and if required) and collects all necessary information in order to evaluate accurately the complaint / appeal.
- In case that the complaint / appeal is valid, corrective actions are decided and implemented.
- The complainant/appellant receives a written response regarding the investigation of his complaint / appeal as well as the corrective actions (if any required).
- If the complainant/appellant does not agree with the response, he has the right to apply to the TÜV HELLAS Committee for Impartiality.
- Once a documented and justified complaint/appeal is received by TÜV HELLAS, this will be handled in a timely and impartial manner. Moreover confidentiality rules are applicable for the complainant or any 3rd party.
- Any decisions taken concerning complaints/appeals are binding for all parties and till then the previous status is remaining valid.