

Complaints and Appeals Management

TÜV CYPRUS LTD 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 CYPRUS LTD gives everyone the right to submit a complaint in written. The appeals shall be submitted by using the attached document CY- 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 CYPRUS LTD - Tel.: +357 22442840/
Mail Address : Corner No2 Grammou str. & Akropoleos Avenue 2006 Strovolos Nicosia, Cyprus
P.O.Box: 20732 /Fax: +357 22442850/email: info@tuvcyprus.com.cy
- 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 CYPRUS LTD investigates the complaint/ appeal, contacts the complaints 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 do not agree with the response, he has the right to apply to the TÜV CYPRUS Committee for Impartiality.
- Once a documented and justified complaint/ appeal is received by TÜV CYPRUS LTD, this will be handled in a timely and impartial manner. Moreover confidentiality rules are applicable for the complainant or any third (3rd) party.
- Any decisions taken concerning complaints/ appeals are blinding for all parties and till then the previous status is remaining valid.