

## Customer Claim and Complaint Procedure

Claim and complaint of a Customer or another party shall be submitted in writing or orally (in that case the recipient is obliged to make a written record). The claim or complaint is registered and communicated directly to the Head of the independent Certification Authority. Claims and complaints shall include all the circumstances of the claim or complaint, a clear identification of the activity or the grounds upon which the claim or complaint relies, the identification of the complainant or the Customer, the date of submission of the claim or complaint and proposed course of action to follow up on the complaint or claim.

The Head of the Certification Authority together with their representative shall assess the claim/complaint, or request additional information from interested parties. If the legitimacy of the claim/complaint proves justified, they shall identify its cause and outline the course of action to follow up on the claim or complaint. The procedure may also include the implementation of a documented corrective action. If the complaint relates to a certified Customer, the latter is informed about the claim.

The Head of the Certification Authority sends a letter to the Customer or complainant notifying them about the solution to the complaint.

If the legitimacy of the claim/complaint proves unjustified or doubtful, the Head of the Certification Authority shall submit all the relevant information to the steering committee, or the Impartiality Committee. It shall subsequently decide on the legitimacy of the claim/complaint. If the legitimacy of claim/complaint proves unjustified, the Customer or the complainant is notified of the decision of the steering committee management by a letter from the Head of the Certification Authority.

The QM keeps all and any claim/complaint related documents registered in a separate folder.

The Managing Director of the company is also involved in the addressing of the claim/complaint, should the latter seriously affect reputation of the company,

Claims and complaints are handled without delay.

The annual analysis of claims and complaints is a part of the management review.

Ing. Jiří Panáček

Director of the Management Systems Certification Division

TÜV NORD Czech, s.r.o.  
Českomoravská 2420/15  
190 00 Prague 9 – Libeň

Tel.: +420 296 587 237  
Mobile: +420 602 530 547

Fax: +420 296 587 240  
Email: [panacek@tuev-nord.cz](mailto:panacek@tuev-nord.cz)

10.01.2018