

Main Instruction

of

TÜV AUSTRIA HELLAS

on

Complaints' and Appeals' Management

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2. Purpose and Scope

This main instruction presents the way TÜV AUSTRIA HELLAS responds to third-parties' complaints or appeals about its activities and is applied to all Divisions, Branches, Departments, Subsidiaries, Abroad Offices and Representatives of TÜV AUSTRIA HELLAS.

Where there are specific requirements regarding the management of complaints or appeals, such as time constraints, which are imposed by Owners of Private Schemes or Regulatory Authorities or other collaborating Bodies and not depicted in this Instruction, these are documented in the corresponding Regulation of Certification Schemes or Standards.

3. Definitions

Complaint: Third- party (person or Organization) claim that TÜV AUSTRIA HELLAS or a Certified or audited Organization (for a Management System or Product) or Professional examined by TÜV AUSTRIA HELLAS acted in an improper manner.

Appeal: Third- party (person or Organization) claim that TÜV AUSTRIA HELLAS's decision to decline, suspend or withdraw his Certification was taken with a questionable procedure.

4. Complaints' and Appeals Management

A client's or third-party's complain or appeal may be sent to TÜV AUSTRIA HELLAS to any employee in any way, either in electronic format (e-mail or website form) or in printed format (letter or fax). The receiver must forward it immediately, depending on its content and the services it concerns, to the responsible Division and the respective Division's Manager. Not forwarding any complain or appeal is a major professional misconduct.

The complaints and/or the appeals are identified as valid and their management continues only if they have been submitted namely and documented. If differently, they are identified as invalid and rejected.

After receiving the complaint or appeal, every Division Manager sends to the complaining or appealing person a letter or an e-mail, informing him that the subject is under investigation. Moreover, the Division Manager characterizes the complaint or appeal with regard to its severity and its consequences to the Division's functions and registers it in the proper list in the folder "complaints- appeals" in the Organization's servers. Depending on the severity, the complexity and the criticality, the Division Manager may communicate with the complaining or appealing

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person in person (except sending him the above mentioned letter or e-mail) to inform him directly for the way the complaint or appeal will be managed and the estimated time of the procedure's completion.

The complaint's or appeal's investigation aims to an independent and fair solution to the problem and to the complaining or appealing person's satisfaction. At any case, the Division Manager assigns immediately the subject's investigation to responsible personnel or to his deputy or even to a group of experts with law knowledge, if required, especially if the subject is extremely complex or serious. At the same time, the Division Manager assures that all persons involved in the investigation are different from those who have conducted the audits in the certified company or the controls of the certified product or the examinations of the professional and have taken the certification decision.

The Division Manager prepares an investigation plan, defining what exactly must be investigated, the steps, the information that must be collected, the persons involved, the completion time, etc, so nothing will be left out and the investigation will be completed effectively and on time.

If the complaint or appeal concerns a certified client, then the client is informed in written and he is asked to explain, within a reasonable time, the methodology followed for the satisfaction of the complaining or appealing person. If the Division Manager finds that the subject is extremely serious then he may schedule a sudden audit to the customer, without prior written notification. Furthermore, if he finds that the customer respond is not satisfactory, then he programs a sudden audit to the company, informing it properly, in order to assess the efficiency of the Management System applied and the methodology for complaints' Management used.

At any case (complain or appeal which concerns certified client or certified product or certified professional), the Division Manager prepares a written answer – decision of TÜV AUSTRIA HELLAS to the complaining or appealing person, according to the result of the subject's investigation. This is the final answer and decision of the Organization, after taking in mind possible corrective actions that would help avoid the reoccurrence of the problem. Such actions might be the provision of additional services or a discount or specific actions for the problem's solving or a reimbursement, etc.

Moreover, every Division Manager includes in his answer all Organization's commitments for confidentiality, not only for the complaining or appealing person and the subject of the complain or appeal, but also for the company or the professional the complain or appeal is for.

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Except of all the above, in case it is necessary or imposed by legal or regulatory requirements, the answer- decision of TÜV AUSTRIA HELLAS is also notified to interested authorities.

If the complaint or the appeal is extremely critical, serious or important, then higher level of hierarchy might undertake its management and the final answer- decision might be given by the General Manager and legal representative.

A complain or appeal is considered successfully completed when the complaining or appealing person is fully satisfied by the Organization's answer. If different, the above mentioned management is repeated until his satisfaction is achieved.

Every Division stores in an electronic record and in the folder of the respective client/ professional, all files that document the complaint's or appeal's management. All relevant documented information is communicated to TÜV AUSTRIA HELLAS's Quality Representative.

The Quality Representative of TÜV AUSTRIA HELLAS stores in an electronic record all complaints and appeals submitted to the Organization, and presents them to the Certification- Impartiality Committee. The members of the Certification- Impartiality Committee are informed about the methodology of the complaint's or appeal's management and decide on its effectiveness and the impartiality, transparency and confidentiality.

5. Related Documents

QLi_MCD_009_001_Year List of complaints or appeals of the Division

QFo_MCD_009_001_Exemplar of a respond letter for the receiving on the complaint or appeal.

6. History

A brief synopsis of the modifications to this document is presented in the following table.

Revision	Date	Modification	Author
00	18/03/2015	First application	M. Christofi
01	07/07/2017	Content modification of the paragraph 4, concerning the management of an extremely serious complain or appeal	V. Vardalachou

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02	12/04/2018	Clarification in the content of paragraph 2 which is referred to the Instruction's purpose and scope, regarding specific requirements' handling	V. Vardalachou
03	10.10.2019	Change of logo	V. Vardalachou