



APPEALS, COMPLAINTS APPEALS, COMPLAINTS and DISPUTES

1.0 PURPOSE AND SCOPE

This procedure defines the responsibilities for handling appeals, complaints and disputes concerning the certification system activities or decisions, and the maintenance of relative records. TUV USA requires that appeals, complaints and disputes are submitted in writing to the attention of the MPD Manager.

2.0 RESPONSIBILITIES

The MPD Manager will receive, acknowledge, and take appropriate action to resolve each written appeal, complaint and dispute. Resolutions will be communicated in writing to the individual filing the complaint and records will be maintained in the main office.

3.0 PROCEDURE

- 3.1 All appeals, complaints and disputes communicated to TUV USA will be addressed by the MPD Manager in a timely manner. The MPD Manager will verify the substance of the complaint and/or dispute. The rationale for proceeding with an investigation or not will be documented. If required, the cause will be determined and appropriate action will be implemented. Resolutions may include corrective actions relative to the MPD certification process.
- 3.2 If the complaint and/or dispute cannot be resolved, the client may request the intervention of the accreditation body and/or a registration transfer to another registrar or certification cancellation.
- 3.3 TUV USA shall verify the effectiveness of corrective actions or any other resolution taken regarding complaints and/or disputes from customers or other third parties.
- 3.4 TUV-USA shall determine, together with the client and the complainant, whether and, if so to what extent, the subject of the complaint and its resolution shall be made public.