Corporate Policy

Document No. & Name	KRL-005-An1 Publicly available information-Complaints and objections-EN
Purpose	This document serves to inform external stakeholders on how TÜV AUSTRIA Group companies deal with findings (e.g. complaints, objections, etc.).
Scope/Area of Execution	Site TÜV AUSTRIA GRUPPE / TÜV AUSTRIA GROUP
Fullfills the following Regulations	DIN EN ISO 14001:2015: 10.2 Nonconformity and corrective action, 10.3 Continual improvement; DIN EN ISO/IEC 17025:2018: 8.7 Corrective actions (Option A), 8.6 Improvement (Option A), 7.10 Nonconforming work; ISO/IEC 17020:2012: 8.7 Korrekturmaßnahmen (Option A), 8.8 Vorbeugende Maßnahmen (Option A), 7.5 Beschwerden und Einsprüche, 7.6 Verfahren zu Beschwerden; ISO/IEC 17021-1:2015: 10 Mangementsystemanforderungen für Zertifizierungsstellen, 9.8 Beschwerden , 9.7 Einsprüche; ISO/IEC 17024:2012: 10.2.8 Vorbeugende Maßnahmen, 10.2.7 Korrekturmaßnahmen, 9.8 Einsprüche gegen Zertifizierungsentscheidungen, 9.9 Beschwerden; ISO/IEC 17065:2013: 8.7 Korrekturmaßnahmen (Option A), 7.13 Beschwerden und Einsprüche; ÖNORM ISO 21001:2020: 10.3 Möglichkeiten zur Verbesserung, 10.2 Fortlaufende Verbesserung, 8.7 Steuerung nichtkonformer Bildungsergebnisse; DIN EN ISO 9001:2015: 10.3 Continual improvement, 10.2 Nonconformity and corrective action, 8.7 Control of nonconforming outputs; DIN EN ISO/IEC 27001:2017: 10.2 Nonconformity and corrective action, 10.1 Continual improvement; ISO/IEC 17029:2019: 11.4 Korrekturmaßnahmen, 9.10 Umgang mit Beschwerden, 9.9 Umgang mit Einsprüchen; ISO/IEC 45001:2018: 10.3 Continual improvement, 10.2 Incident, nonconformity and corrective action
Applicable Documents	-
Applicable Safety Requirements	-
Required Competences	-
Last Changes	Holistic revision in accordance with the optimized findings and measures management and new document template.
Revision	1.0
Process Owner	Site TAHO: TAG-GIMS-MGMT

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1 Key Facts

General

- ✔ Irrespective of who reports any information (complaints, appeals, notices, etc.), the reporter shall not suffer any disadvantages from the notification made.

Every employee is requested to

- ✔ bring deviations, complaints, appeals, evidence, potential for improvement, etc. to the attention of the respective quality management officer.

2 Abbreviation & definitions

General	
Finding	Findings can relate to specific service provision and/or systematic deviations from internal regulations and procedures on a case-by-case basis. A finding, see the list of finding types for details, can be positive (positive feedback), negative (non-conformity) or neutral (potential for improvement/recommendation).
IMS	Integrated management systems
Finding types	
Complaint	Complaints can generally be made by third parties at any stage of customer contact or service provision; these are usually negative, e.g. “The TÜV employee never called back”.
Appeal	Appeals require specific objections from customers or other third parties to the result of the testing, inspection, certification, calibration, verification or other type of service provided by the respective TÜV AUSTRIA Group company, e.g. “The result does not refer to the most recent measurement data and should be positive instead of negative”.
Logo abuse	Unlawful use of TÜV AUSTRIA content (e.g.: logos, certificate paper, unlawfully declared partner, etc.), e.g. “The partner does not have a valid logo usage agreement and is therefore not authorised to appear officially on behalf of TÜV.”
Positive Feedback	Is praise for the work carried out or the fulfilment of a requirement, e.g. “The TÜV employee was quick, competent and explained the process properly”.
Potential for improvement	Findings that are defined as potential for improvement contain options for improving/optimising processes, guidelines or forms, e.g. “The process contains data entries that are no longer used, these could be omitted to shorten the general creation of objects”.

3 Submission of a notification

On the TÜV AUSTRIA Group website you will find the embedded form for submitting a complaint, appeal, etc. under the following link

You will be asked to provide the following information:

- ✔ a precise description of the situation in question
- ✔ the department of the TÜV AUSTRIA company concerned
- ✔ the previous contact person(s)
- ✔ additional supporting documents if required

Note:
Please note that providing insufficient information may result in your request being rejected.

4 Processing & Feedback of notifications by the TÜV AUSTRIA company

Upon receipt of a notification, the case is brought to the attention of the responsible quality management officer. The quality management officer checks the information provided by the notifier and, if necessary, consults with all parties concerned.
In the course of the evaluation (after collecting all necessary information), the quality management officer decides whether to accept or reject the case and informs all parties concerned about the possible next steps.
In the course of dealing with your concern, the responsible quality management officer will determine the progress of your concern at regular intervals.

4.1 Acceptance of the request

When the request is accepted, all parties concerned are informed of the result of the root cause analysis and the measures to be taken. Any corrections must be implemented immediately by the person responsible for the area in question. Further measures (e.g. corrective action) are passed on to the person responsible for the area in question, who must complete the measure within a maximum of 12 weeks. If necessary, the quality management officer will carry out an effectiveness check once the measure has been completed.
If it is determined that the measure was effective, the assessment is completed.
If the measure is deemed ineffective, a new measure is defined and implemented together with the person responsible for the area.

4.2 Rejection of the request

If your request is rejected by the Quality Management Officer, it is your responsibility to ask for the case to be re-examined.

5 Completion & final information

After the official completion of the notification, you will receive the result from the responsible quality management officer, if applicable, the result document (e.g. certificate, report, etc.) for the matter submitted.