

Upravljanje prigovorima i žalbama

Complaints and Appeals Management



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Essen, 09.03.2022 Predstavnik upravljanja kvalitetom TN CERT
(tncert-qm@tuev-nord.de)

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Essen, 09.03.2022 Quality Management Representative TN CERT
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TÜV NORD CERT GmbH

1 Uvod

Za sprovođenje Uredbe K-RL 310 „Upravljanje prigovorima i žalbama“ TÜV NORD grupa je uvela dokumentovanu proceduru CERT-120-VA-012 „ Upravljanje prigovorima i žalbama“ kao dio svog QM sistema.

2 Područje primjene

Ovaj dokument se primjenjuje u TÜV NORD CERT GmbH (TN CERT) kao i u svim ostalim međunarodnim postupcima koji koriste njihove akreditacije, odobrenja, notifikacije i sl. ili prilikom pružanja usluga za TN CERT GmbH.

3 odjeljak govori o najvažnijim pravilima koji se tiču tužitelja.

- Pritužbe kupaca (kupac se ne slaže sa ponašanjem TÜV NORD GmbH radnika ili načinom rada)
- Kako je organizovan način izvođenja usluge
- Pritužbe treće strane u vezi s klijentom certificiranim od strane TÜV NORD CERT GmbH ili klijentovim proizvodima
- Žalba kupca (kupac nije saglasan sa odlukom o certificiranju)

3 Opis procesa

1. Tužilac ili žalbenik treba poslati pisani prigovor ili žalbu svom uobičajenom kontaktu u TÜV NORD CERT GmbH ili na centralnu kontakt adresu TÜV NORD CERT GmbH, Am TÜV 1, 45307 Essen, info.tncert@tuev-nord.de

1 Preamble

In implementing Group Regulation K-RL 310 "Complaints and Appeals Management", TÜV NORD Group has introduced a documented procedure, CERT-120-VA-012 "Complaints and Appeals Management" as part of its QM system.

2 Area of application

This document applies for TÜV NORD CERT GmbH (TN CERT) as well as all international proceedings which make use of TN CERT GmbH accreditations, approvals, notifications etc. and/or when delivering TN CERT GmbH services.

Section 3 describes the most important rules which affect the complainant regarding

- customer complaints (customer is not in agreement with the behaviour of the employee of TÜV NORD GmbH or the way in which performance of the order was organised) or
- complaints made by a third party regarding a customer certified by TÜV NORD CERT GmbH or the customer's products
- customer appeal (customer is not in agreement with the certification decision)

3 Process Description

1. The complainant is asked to send the complaint/appeal in written form to his usual contact address at TÜV NORD CERT GmbH or to the central contact address TÜV NORD CERT GmbH, Am TÜV 1, 45307 Essen, info.tncert@tuev-nord.de

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2. Zaposlenik u TÜV NORD CERT GmbH koji je prvi primio prigovor/ žalbu dužan je uložiti prigovor / žalbu u elektronski program za rješavanje pritužbi. Program će poslati e-poštu s potvrdom prijma prigovora / žalbe (pod uslovom da je podnosilac prigovora / žalbe dao informacije u vezi svoje e-mail adrese).
 3. Manager treba nadgledati proces obrade prigovora/žalbe.
 4. Prigovor/žalba se treba rješavati na slijedeći način: prigovor / žalba mora se razumjeti u potpunosti, a korektivne radnje prihvatljive s tehničkog stajališta i s obzirom na činjenice moraju biti predložene i provedene.
 5. Ako je potrebno, prigovor / žalba treba biti obrađena u suradnji sa uključenim zaposlenicima, relevantnim stručnjakom ili rukovodiocem laboratorija, administrativnim osobljem i, ako je prikladno, najvišim rukovodstvom firme. Ako je potrebno, zaposlenik odgovoran za obradu žalbe kontaktira i komunicira sa strankom koja podnosi prigovor / žalbu.
 6. Stranka koja radi prigovor /žalbu dobiva pisani odgovor u vezi sa svojim slučajem.
 7. Ako stranka koja podnosi prigovor nije suglasna s odgovorom, prvo se može obratiti najvišem rukovodstvu tvrtke TÜV NORD CERT GmbH, Am TÜV 1, 45307 Essen.
 8. Ako to ne dovede do zadovoljavajućeg rješenja, on ima pravo podnijeti zahtjev Savjetodavnom odboru TÜV NORD CERT GmbH-a kao arbitražnom tijelu. Međutim, zbog zahtjeva za akreditacijom, to je dopušteno samo u slučaju prigovora. Prigovor treba pismeno uputiti Savjetodavnom odboru (beirat@tuev-nord.de ili „Predsjedniku Savjetodavnog odbora, c / o Voditelju certifikacijskog tijela TÜV NORD CERT GmbH, Am TÜV 1, 45307 Essen“). Savjetodavni odbor će slučaj razmotriti najkasnije na sljedećem sastanku. Stranka koja se žali dobiva pisanu izjavu o rezultatu.
2. The employee at TÜV NORD CERT GmbH who is the first to receive a complaint / an appeal has the duty to enter the complaint/appeal into the electronic complaint handling tool. The tool will send an email confirming receipt of the complaint/appeal (providing the complainant/appealant has given information regarding an email address).
 3. The responsible Manager has the duty to oversee processing of the complaint / appeal.
 4. The complaint / appeal is to be handled as follows: the complaint / appeal must be completely understood and corrective action(s) which are acceptable from the technical point of view and with regard to the facts must be proposed and implemented.
 5. If necessary, the complaint / appeal should be processed in cooperation with employees involved, the relevant specialist or laboratory manager, administrative staff and, if appropriate, company top management. If needed, the employee responsible for handling the complaint contacts and communicates with the party making the complaint /appeal.
 6. The party complaining / appealing receives a written response regarding his case.
 7. If the party making the complaint is not in agreement with the response, he can first contact the top management of TÜV NORD CERT GmbH, Am TÜV 1, 45307 Essen.
 8. If this does not lead to a satisfactory solution, he has the right to apply to the Advisory Board of TÜV NORD CERT GmbH as arbitration body. However, due to accreditation requirements, this is only permitted in case of complaints. The complaint should be addressed in writing to the Advisory Board (beirat@tuev-nord.de or at the “Speaker of the Advisory Board, c/o to Head of Certification Body TÜV NORD CERT GmbH, Am TÜV 1, 45307, Essen “). The Advisory Board will consider the case at the latest during their next meeting. The party making the complaint receives a written statement regarding the result.

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9. Stranka koja podnosi prigovor/žalbu ima pravo direktno kontaktirati sa akreditacijskim tijelom, vlasnikom standarda ili nadležnim tijelom.

4 Specifični zahtjevi standarda

Zavisno o standardu mogu biti potrebne izmjene i dopune gore navedenog opisa. Te su dopune opisane u sljedećem odjeljku

4.1 FSC

Dopuna na član 2: Ako osoba koja radi prigovor/žalbu želi anonimnost u odnosu na FSC certificiranog klijenta, TÜV NORD CERT GmbH će poštovati ovu želju.

Dopuna na član 3: U svim slučajevima povezanim s FSC pritužbama, odgovorni zaposlenik donosi plan s predloženim postupkom postupanja po prigovoru ili žalbi; ovo se pruža podnosiocu prigovora u roku od dva tjedna; odgovorni zaposlenik informiše podnosioca prigovora o napretku.

Dopuna na član 4: u svim FSC slučajevima povezanim s prigovorom/žalbom, odgovorni zaposlenik istražuje sve navode i predlaže akcije za zaključenje žalbe u roku od 3 mjeseca; odluke o rješavanju prigovora donose ili preispituju i potvrđuju samo osobe koje nisu uključene u ocjenu žalbe.

Dodatak na član 9: U svim FSC slučajevima povezanim s prigovorom/žalbom, podnosioc žalbe može slobodno kontaktirati ASI (Assurance Services International) ako nije zadovoljan procedurom ili zaključcima TÜV NORD CERT GmbH. Kao krajnji korak, ako se ne postigne zadovoljavajući rezultat, žalba se mora uputiti prema FSC International-u.

9. The complainant/appealant has the right to directly contact the accreditation body, standard owner and/or competent authority.

4 Standard-specific Amendments

Depending on the standard affected amendments and/or additions to the above description may be necessary. Those amendments are described in the following section

4.1 FSC

Additional to 2: If a complainant wishes anonymity in relation to an FSC certified client, TÜV NORD CERT GmbH will respect this wish.

Additional to 3: In all FSC related complaint cases, the responsible employee establishes a schedule with proposed course of action to follow up on the complaint or appeal; this is provided to the complainant within 2 weeks; the responsible employee keeps the complainant informed of progress.

Additional to 4: In all FSC related complaint cases, the responsible employee investigates all allegations and proposes actions to conclude the complaint within 3 months; decisions resolving the complaint are made, or are reviewed and approved, only by persons who are not involved in the evaluation related to the complaint.

Additional to 9: In all FSC related complaint cases, the complainant is free to contact ASI (Assurance Services International) if he is not satisfied with the procedure or conclusions of TÜV NORD CERT GmbH. As ultimate step, if no satisfying result is reached, the complaint may be referred to FSC International.