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1. 前言

TÜV NORD 集团在实施集团法规 K-RL 310「投诉和申诉管理办法」时，引入文件程序 CERT-120-VA-012「投诉和申诉管理办法」，做为集团质量管理体系的一部分。

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. 适用领域

本文件适用于 TÜV NORD CERT GmbH (TN CERT) 以及所有使用 TN CERT GmbH 认证、批准、告知等和/或提供 TN CERT 有限公司的服务的国际程序时。

第 3 节描述了影响以下相关投诉人的最重要规则:

- 客户投诉 (客户不同意 TÜV NORD CERT GmbH 员工的行为或履行合同的方式) 或
- 第三方对经由 TÜV NORD CERT GmbH 认证的客户或客户产品的投诉
- 客户诉求 (客户不同意认证决定)

2. AREA OF APPLICATION

This document applies to 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. 程序描述

1. 请投诉人以书面形式，将投诉/申诉发送至其在 TÜV NORD CERT GmbH 的常用联络地址，或发送至 TÜV NORD CERT GmbH 的中心联络地址：TÜV NORD CERT GmbH, Am TÜV 1, 45307 Essen, info.tncert@tuev-nord.de。
2. TÜV NORD CERT GmbH 中第一个收到投诉/申诉的人员，有责任将投诉/申诉录入电子投诉处理工具。该工具将发送一封电子邮件给投诉人/申诉人，确认收到投诉/申诉（如果投诉人/申诉人提供了有关电子邮件地址的信息）。
3. 项目负责经理有责任监督投诉/申诉的处理过程。
4. 投诉/申诉应按以下方式处理：必须完全理解投诉/申诉，并提出以及实施从技术角度和事实上可接受的纠正措施。
5. 如有必要，应与涉及员工、相关专家或实验室经理、行政人员以及公司最高管理层（如适用）合作处理投诉/申诉。如果需要，负责处理投诉的人员应与提出投诉/申诉方联系并沟通。
6. 投诉/申诉方会收到关于其案件的书面答复。

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
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/appellant 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.

7. 如果投诉方不同意处理结果，则可以首先联系 TÜV NORD CERT GmbH 的最高管理层，Am TÜV 1, 45307 Essen。
8. 若处理方案无法产生令人满意的解决方案，则投诉人有权向仲裁单位即 TÜV NORD CERT GmbH 的顾问委员会提出申请。但是，由于认证要求，仅允许投诉案件依此为之。投诉应该以书面形式提交给顾问委员会 (beirat@tuev-nord.de 或 “顾问委员会发言人，转交 TÜV NORD CERT GmbH 认证机构负责人，Am TÜV 1, 45307 Essen, ”)。顾问委员会最迟将在下次会议上审议此案。投诉方会收到有关结果的书面声明。
9. 投诉人/申诉人有权直接联系认证机构、标准所有者和/或主管单位。
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.
9. The complainant/appellant has the right to directly contact the accreditation body, standard owner and/or competent authority

4. 特定标准条款的更正

根据特定的标准条款要求，可能需要对上述说明进行修改和/或添加。这些更正正在以下章节中进行了说明。

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

附加 2：如果投诉人希望对有关 FSC 认证客户匿名，TÜV NORD CERT GmbH 将尊重这一意愿。

附加 3：在所有 FSC 相关投诉案件中，负责人员应制定一份时间表，其中包含跟进投诉或申诉的行动方案；该时间表会在 2 周内提供给投诉人；负责人员应随时向投诉人通报进展情况。

附加 5：在 FSC 相关投诉案件中，负责人员调查所有指控，并提出行动方案，以在三个月内让投诉结案；只能由未参与投诉评估的人员，做出处理投诉的决定或是审批和批准。

附加 9：在所有 FSC 相关投诉案件中，如果投诉人对 TÜV NORD CERT GmbH 的程序或结论不满意，则可以直接联系 ASI (Assurance Services International)。作为最终步骤，如果没有达到令人满意的结果，则该投诉将提交给“FSC 国际”。

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 5: 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 must be referred to FSC International.