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1. 前言

TÜV NORD 集團在實施集團法規 K-RL 310「投訴和申訴管理辦法」時，引入檔程式 CERT-120-VA-012「投訴和申訴管理辦法」，做為集團品質管制系統的一部分。

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. 適用領域

本文件適用於 TÜV NORD CERT GmbH (TN CERT) 以及所有使用 TN CERT GmbH 認證、批准、告知等和/或提供 TN CERT 有限公司的服務的國際程式時。

第 3 節描述了影響以下相關投訴人的最重要規則：

- 客戶投訴（客戶不同意 TÜV NORD CERT GmbH 員工的行為或履行合同的的方式）或
- 協力廠商對經由 TÜV NORD CERT GmbH 認證的客戶或客戶產品的投訴
- 客戶訴求（客戶不同意認證決定）

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. 請投訴人以書面形式，將投訴/申訴發送至其在 TÜV NORD CERT GmbH 的常用聯絡地址，或發送至 TÜV NORD CERT GmbH 的中心聯絡地址：TÜV NORD CERT GmbH, Am TÜV 1, 45307 Essen, info.tncert@tuev-nord.de。
2. TÜV NORD CERT GmbH 中第一個收到投訴/申訴的人員，有責任將投訴/申訴錄入電子投訴處理工具。該工具將發送一封電子郵件給投訴人/申訴人，確認收到投訴/申訴（如果投訴人/申訴人提供了有關電子郵寄地址的資訊）。
3. 專案負責經理有責任監督投訴/申訴的處理過程。
4. 投訴/申訴應按以下方式處理：必須完全理解投訴/申訴，並提出以及實施從技術角度和事實上可接受的糾正措施。
5. 如有必要，應與涉及員工、相關專家或實驗室經理、行政人員以及公司最高管理層（如適用）合作處理投訴/申訴。如果需要，負責處理投訴的人員應與提出投訴/申訴方聯繫並溝通。
6. 投訴/申訴方會收到關於其案件的書面答覆。

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. 如果投訴方不同意處理結果，則可以首先聯繫 TÜV NORD CERT GmbH 的最高管理層，Am TÜV 1, 45307 Essen。
8. 若處理方案無法產生令人滿意的解決答案，則投訴人有權向仲裁單位即 TÜV NORD CERT GmbH 的顧問委員會提出申請。但是，由於認證要求，僅允許投訴案件依此為之。投訴應該以書面形式提交給顧問委員會 (beirat@tuev-nord.de 或 “顧問委員會發言人，轉交 TÜV NORD CERT GmbH 認證機構負責人，Am TÜV 1, 45307 Essen, ”)。顧問委員會最遲將在下次會議上審議此案。投訴方會收到有關結果的書面聲明。
9. 投訴人/申訴人有權直接聯繫認證機構、標準所有者和/或主管單位。
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. 特定標準條款的更正

根據特定的標準條款要求，可能需要對上述說明進行修改和/或添加。這些更正以下章節中進行了說明。

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：如果投訴人希望對有關 FSC 認證客戶匿名，TÜV NORD CERT GmbH 將尊重這一意願。

附加 3：在所有 FSC 相關投訴案件中，負責人員應制定一份時間表，其中包含跟進投訴或申訴的行動方案；該時間表會在 2 周內提供給投訴人；負責人員應隨時向投訴人通報進展情況。

附加 5：在 FSC 相關投訴案件中，負責人員調查所有指控，並提出行動方案，以在三個月內讓投訴結案；只能由未參與投訴評估的人員，做出處理投訴的決定或是審批和批准。

附加 9：在所有 FSC 相關投訴案件中，如果投訴人對 TÜV NORD CERT GmbH 的程式或結論不滿意，則可以直接聯繫 ASI (Assurance Services International)。作為最終步驟，如果沒有達到令人滿意的結果，則該投訴將提交給“FSC 國際”。

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.