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This document has been approved according to CERT-401-VA-007. Details are available from the QM-Department.

**1. UVOD**

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

**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. 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.

Odjeljak 3 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 organiziran način izvođenja usluge ili
- pritužbe treće strane u vezi s kupcem certificiranim od strane TÜV NORD CERT GmbH ili kupčevim proizvodima
- žalba kupca (kupac nije suglasan sa odlukom o certificiranju)

**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. OPIS PROCESA**

1. Tužitelj treba poslati pisani prigovor ili žalbu svom uobičajenom kontaktu u TÜV NORD CERT GmbH ili na središnju kontakt adresu TÜV NORD CERT GmbH, Am TÜV 1, 45307 Essen, [info.tncert@tuev-nord.de](mailto:info.tncert@tuev-nord.de)
2. Zaposlenik u TÜV NORD CERT GmbH koji je prvi primio prigovor/ žalbu dužan je uložiti prigovor / žalbu u elektronički program za rješavanje pritužbi. Program će poslati e-poštu s potvrdom primitka prigovora / žalbe (pod uvjetom da je podnositelj prigovora / žalbe dao informacije u vezi svoje email 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 rukovoditeljem laboratorija, administrativnim osobljem i, ako je prikladno, najvišim rukovodstvom tvrtke. Ako je potrebno, zaposlenik odgovoran za obradu žalbe kontaktira i komunicira sa strankom koja podnosi prigovor / žalbu.

**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](mailto: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.

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](mailto: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.
  9. Onaj koji radi prigovor/žalbu ima pravo izravno kontaktirati sa akreditacijskim tijelom, vlasnikom standarda ili nadležnim tijelom.
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](mailto: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. SPECIFIČNI ZAHTJEVI STANDARDA**

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

#### **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

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

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

Dopuna 5: 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.

Dopuna 9: U svim FSC slučajevima povezanim s prigovorom/žalbom, podnositelj 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, žalitelj se mora uputiti FSC International-u.

#### 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.