

## VSEBINO

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Predstavnik za upravljanje kakovosti TN CERT ([tncert-qm@tuev-nord.de](mailto:tncert-qm@tuev-nord.de))

Quality Management Representative for TN CERT ([tncert-qm@tuev-nord.de](mailto:tncert-qm@tuev-nord.de))

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

**1. PREAMBULA**

Skupina TÜV NORD je pri izvajanju Uredbe skupine K-RL 310 "Upravljanje pritožb in priziv" uvedla dokumentiran postopek, CERT-120-VA-012 "Upravljanje pritožb in priziv" kot del svojega sistema upravljanja kakovosti.

**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. PODROČJE UPORABE**

Ta dokument velja za TÜV NORD CERT GmbH (TN CERT) kot tudi za vse mednarodne postopke, ki uporabljajo akreditacije, odobritve, obvestila itd. ali pri opravljanju storitev TN CERT GmbH.

**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.

Odelek 3 opisuje najpomembnejša pravila, ki vplivajo na presojo pritožnika:

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

- reklamacije strank (stranka se ne strinja z ravnanjem zaposlenega v TÜV NORD GmbH ali z načinom organiziranja izvajanja naročila) ali kako je organiziran način izvajanja storitve
- priziv tretje osebe v zvezi s stranko, ki jo je certificiral TÜV NORD CERT GmbH, ali kupčeve izdelke
- pritožba stranke (kupec ni v soglasju z odločbo o certificiranju)

- 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 POSTOPKA**

1. Pritožnika prosimo, da pritožbo / priziv pošlje v pisni obliki na svoj običajni kontaktni naslov na TÜV NORD CERT GmbH ali na centralno kontaktno obleko TÜV NORD CERT GmbH, Am TÜV 1, 45141 Essen, [info.tncert@tuev-nord.de](mailto:info.tncert@tuev-nord.de)
2. Zaposleni v podjetju TÜV NORD CERT GmbH, ki je prvi prejel pritožbo / priziv, je dolžan vložiti pritožbo / priziv v elektronsko orodje za obravnavo pritožb. Orodje bo poslalo e-poštno sporočilo, ki potrjuje prejem pritožbe / prizive (pod pogojem, da je pritožnik dal informacije o elektronskem naslovu).
3. Odgovorni upravitelj je dolžan nadzirati obravnavo pritožbe / priziva.
4. Pritožba / priziv je treba obravnavati na naslednji način: pritožbo / priziv je treba popolnoma razumeti in popravne ukrepe, ki so sprejemljivi s tehničnega vidika in glede na dejstva, je treba predlagati in izvajati.
5. Po potrebi je treba pritožbo / priziv obravnavati v sodelovanju z vpletenimi zaposlenimi, ustreznim strokovnjakom ali vodjo laboratorija, administrativnim osebjem in, če je primerno, najvišjim vodstvom podjetja. Po potrebi zaposleni, odgovoren za obravnavo pritožbe, kontaktira in komunicira s stranko, ki je vložila pritožbo / priziv.

**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, ki se pritoži / vloži pritožbo, prejme pisni odgovor v zvezi s svojim primerom.
  7. Če se stranka, ki vloži pritožbo, ne strinja z odgovorom, se lahko najprej obrne na najvišje vodstvo podjetja TÜV NORD CERT GmbH, Am TÜV 1, 45141 Essen.
  8. Če to ne vodi do zadovoljive rešitve, ima pravico, da se kot arbitražni organ prijavi na svetovalni odbor družbe TÜV NORD CERT GmbH. Zaradi akreditacijskih zahtev pa je to dovoljeno le v primeru pritožb. Pritožbo je treba pisno nasloviti na svetovalni odbor ([beirat@tuev-nord.de](mailto:beirat@tuev-nord.de)) ali pri „predsedniku svetovalnega odbora, c / o vodji certifikacijskega organa TÜV NORD CERT GmbH, Am TÜV 1, 45141 Essen“). Svetovalni odbor bo primer obravnaval najpozneje na naslednji seji. Stranka, ki vloži pritožbo, prejme pisno izjavo o ponovnem priznavanju rezultat.
  9. Pritožnik ima pravico neposredno vzpostaviti stik z akreditacijskim organom, standardnim lastnikom in / ali pristojnim organom.
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. POSEBNE STANDARDNE ZAHTEVE**

Glede na standardne spremembe in / ali dopolnitve zgornjega opisa bodo morda potrebne. Te spremembe so opisane v naslednjem razdelku:

#### **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

Dodatno k 2: Če želi pritožnik anonimnost v zvezi s stranko s certifikatom FSC, bo TÜV NORD CERT GmbH to željo spoštoval.

Dodatno k 3: V vseh primerih pritožb, povezanih s FSC, odgovorni uslužbenec pripravi načrt s predlaganim potekom ukrepanja za nadaljnjo obravnavo pritožbe ali pritožbe; to se pritožniku zagotovi v roku 2 tednov; odgovorni delavec pritožnika obvešča o napredku.

Dodatno k 5: V vseh primerih s pritožbo, povezanimi s FSC, odgovorni delavec vse trditve izpodbija in predlaga ukrepe za zaključek pritožbe v 3 mesecih; odločitve o pritožbi sprejmejo ali pregledajo in potrdijo samo osebe, ki niso vključene v oceno pritožbe.

Dodatno k 9: V vseh pritožbenih primerih, povezanih s FSC, lahko pritožnik stopi v stik z ASI (Assurance Services International), če ni zadovoljen s postopkom ali sklepi podjetja TÜV NORD CERT GmbH. Kot zadnji korak, če ni dosežen zadovoljiv rezultat, je treba pritožnika napotiti na FSC International..

#### 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.