

ATTENTION:

Please send any complaints, claims, and customer concerns regarding your **car inspection**, **driving license test**, and other services of TÜV NORD **Mobilität** GmbH & Co. KG via email to: Kundenanliegen@tuev-nord.de

TÜV NORD Systems GmbH & Co. KG is dedicated to handling your complaints and appeals and ensuring your concerns are addressed*.

If you have

- a complaint (disagreement with the behavior of an employee of TÜV NORD Systems GmbH & Co. KG or the organizational process of order handling), or
- a complaint as a third party about a customer certified by TÜV NORD Systems GmbH & Co. KG, their products, or person, or
- an appeal (disagreement with the result of the conformity assessment),

You can contact us using various options. Please contact us at

- the contact address you have previously used to communicate with TÜV NORD Systems GmbH & Co. KG,
- the main contact address: TÜV NORD Systems GmbH & Co. KG, Corporate Center Accreditation and Managementsysteme, Große Bahnstraße 31, 22525 Hamburg,
- the complaints office: BeschwerdestelleTNS@tuev-nord.de.

We are dedicated to processing your concern as quickly as possible. You will receive a confirmation letter after sending your concern. Within two working days, you will be provided with an update, including the expected timeline for resolving your issue.

As a result of your concern, you will receive a written response to your issue in any case.

If you are not satisfied with the response, you can directly contact the management of TÜV NORD Systems GmbH & Co. KG, Große Bahnstraße 31, 22525 Hamburg. The reprocessing will be monitored by the management system representative. You will, of course, receive a written notification of the outcome.

If a satisfactory solution is not reached in the case of product, personnel, or system certification, you can contact the advisory board of TÜV NORD. In this case, it acts as an arbitration body. Submissions to the advisory board are only permissible for concerns regarding certification decisions within the scope of product, personnel, and system certifications, according to the applicable accreditation regulations. Please contact the advisory board in writing at beirat@tuev-nord.de. The board will address the case at its next meeting. You will also receive a written notification of the outcome.

We will, of course, continue to handle your data confidentially and in compliance with data protection regulations.

*the following applies: The K-RL 310, the S-VA 310, and the described process for complaint and claim management.