

投訴和申訴管理辦法

Complaints and Appeals Management



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Essen, 2019 年 1 月 23 日, 品質管理代表 TN CERT (tncertgm@tuev-nord.de)

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Essen, 23.01.2019, Quality Management Representative TN CERT (tncertgm@tuev-nord.de)

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」中，引進文件程序 CERT-120-VA-012「投訴和申訴管理辦法」，做為集團品質管理系統之一部。

2 適用領域

本文件適用於 TÜV NORD CERT (TN CERT)及所有使用 TN CERT 認證、批准、通知之國際程序，及/或在提供 TN CERT 服務時。

第 3 條款描述影響投訴人的最重要規則，關於：

- 客戶投訴(客戶不同意 TÜVNORD 員工之行為或履行訂單之組織方式)，或
- 第三方投訴經 TÜVNORD CERT 認證之客戶或該經認證客戶之產品，
- 客戶申訴(客戶不同意認證決定)。

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 TÜVNORD CERT 之正常聯絡地址，或發送至 TÜV NORD CERT 之中心聯絡地址：TÜV NORD CERT, Langemarckstrasse 20, 45141 Essen, info.tncert@tuev-nord.de。

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 Area of application

This document applies for 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 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, Langemarckstrasse 20, 45141 Essen, info.tncert@tuev-nord.de

TÜV NORD CERT GmbH

2. TÜVNORD CERT 中第一個收到投訴/申訴之員工，有責任將投訴/申訴輸入電子投訴處理工具。該工具將發送一封電子郵件，確認收到投訴/申訴(前提是業已將電子郵件地址之相關資訊，給予投訴人/申訴人)。
 3. 部門主管有責任監督投訴 / 申訴之處理程序。
 4. 應按以下方式處理投訴/申訴：必須完全理解投訴/申訴，並提出且實施從技術角度和事實面可接受之糾正措施。
 5. 如有必要，投訴/申訴應該由有關員工、相關專家或實驗室經理、行政人員及公司高層管理人員(如適當)合作處理。如有需要，負責處理投訴之員工，要聯絡投訴/申訴人進行溝通。
 6. 投訴/申訴人收到有關其案件之書面回復。
 7. 若投訴人不同意答復，可以首先聯絡 TÜVNORD CERT 的最高管理者，AmTÜV1, 45141 Essen。
 8. 若如此做法無法產生令人滿意之解決方案，則投訴人有權向仲裁單位 TÜV NORD CERT 的顧問委員會提出申請。但是，由於需要認證，僅允許投訴案件依此為之。投訴應該以書面形式，發送予諮詢委員會 (beirat@tuev-nord.de 或「諮詢委員會發言人交 TÜV NORD CERT 認證機
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/appealant 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. 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, 45141 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

構負責人, Langemarckstraße 20, 45141)」。此案最遲將在下次諮詢委員會的會議上, 進行考慮, 投訴人將收到有關結果之書面聲明。

9. 投訴人/申訴人有權利直接聯絡認證機構、標準所有人及/或主管當局。

4 標準-特定修訂

根據受影響之標準, 可能需要對上開第 3 條款下各項之描述, 進行修訂及/或新增, 如下條款所示。

4.1 FSC

第 2 項新增部分: 若投訴人希望與 FSC 認證客戶保持匿名, TÜV NORD CERT 將尊重之。

第 3 項新增部分: 在所有 FSC 相關投訴案件中, 負責員工會建立時間表, 並提出行動方案追蹤投訴或上訴; 於二週內提供給投訴人; 負責員工將告知投訴人該投訴案件之處理進度。

第 4 項新增部分: 在所有 FSC 相關投訴案件中, 負責員工將調查所有指控, 並提出行動, 在三個月內讓投訴結案; 至於解決投訴之決定或審查, 及批准解決投訴之決定, 僅可由與評估投訴無涉者為之。

第 9 項新增部分: 在所有與 FSC 有關之投訴案件中, 若投訴人對 TÜV NORD CERT 的程序或結案不滿意, 可以自由聯絡國際保證服務單位(ASI)。若未得到滿意結果, 可將該投訴提交至 FSC International, 此為最終步驟。

of Certification Body TÜV NORD CERT GmbH, Langemarckstraße 20, 45141 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/appealant has the right to directly contact the accreditation body, standard owner and/or competent authority.

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

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 4: 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 may be referred to FSC International.

