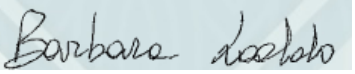
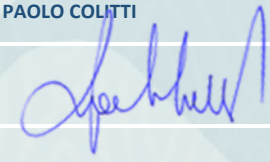
COMPLAINTS AND APPEALS PROCEDURE

PREPARED BY QUALITY MANAGER	APPROVED BY GENERAL MANAGER
BARBARA LODDO	PAOLO COLITTI
	

1. PURPOSE AND DEFINITIONS

This document defines the stages for the management of complaints and appeals:

1. **COMPLAINT: An expression of dissatisfaction, whether verbal or written, addressed to TNV EUROPE, relating in detail to a specific occurrence or to the overall service received from TNV EUROPE.**
2. **APPEAL: A request by a client for the Certification Body to cancel, amend or reconsider one or more decisions relating to the certification service, with which the client disagrees.**

2. COMPLAINT

A complaint is a formal statement of dissatisfaction or disagreement concerning a TNV EUROPE contract or service. It may be submitted by the client or by any other interested party.
TNV EUROPE is responsible for all decisions, at all levels, relating to the complaint-handling process.
The submission, investigation and decision on complaints shall not result in any discriminatory action against the complainant.
Upon receipt of a complaint, TNV EUROPE confirms whether the complaint relates to certification activities for which it is responsible and, if so, shall address it. If the complaint relates to a certified client, its examination shall take into account the effectiveness of the certified management system.
Any valid complaint concerning a Certified Client shall be brought by TNV EUROPE to the attention of the Certified Client within an appropriate timeframe.
TNV EUROPE has a documented process for receiving, evaluating and making decisions on complaints (see Section 2.1). This process is subject to confidentiality requirements with regard to the identity of the complainant and the content of the complaint.
The complaint-handling process includes:

1. A description of the process for receiving, validating and investigating the complaint, and for deciding what actions are to be taken to resolve it;
2. Tracking and recording complaints, including actions undertaken in response;
3. Ensuring that any appropriate corrections and corrective actions are taken.

TNV EUROPE is responsible for gathering and verifying all information necessary to validate the complaint.
Whenever possible, TNV EUROPE shall acknowledge receipt of the complaint and provide the complainant with progress reports and the outcome of the complaint.
Decisions to be communicated to the complainant are made and approved by persons not previously involved in the subject matter of the complaint.
TNV EUROPE formally notifies the complainant of the conclusion of the complaint-handling process.
TNV EUROPE determines, together with the certified client and the complainant, whether and, if so, to what extent the subject of the complaint and its resolution shall be made public.

2.1 COMPLAINT-HANDLING PROCESS

Complaints shall be submitted in writing by email to info@TNVdoo.eu or by registered mail to: TNV EUROPE d.o.o., Prvomajska 28th – 5000 Nova Gorica Slovenija.
With regard to reports received by telephone, the reporting party shall, whenever possible, be invited to submit the matter in writing.
The report shall contain the following information: Name of the person submitting the complaint;

1. Company name (if applicable);
2. Address and/or email;
3. Reference to the activity and sector
4. Subject of the complaint;
5. Reason for the complaint.

Complaints are handled by the Quality Manager, recorded in the Complaints and Appeals Form (TNV_51) and in the Register (TNV_52), and it is ensured that any person involved in the subject matter of the complaint does not participate in the complaint-handling process.
The deadline for submitting complaints relating to the performance of the audit and the related report is seven (7) days from the audit date.
Each complaint is forwarded to the Quality Manager, who shall acknowledge receipt of the complaint to the complainant in writing within ten (10) days of receipt. The person responsible then analyses the causes of the complaint, determines whether the complaint is justified, and decides on any corrective and/or preventive measures to be implemented. If the certification applicant is the person submitting the complaint, they shall be promptly informed in writing of the actions taken.
If the person submitting the complaint is a third party, TNV EUROPE shall proceed as follows:

- Inform the company applying for certification (client) of the complaint received;
- Confirm to the third party (who submitted the complaint) that the complaint has been received and handled.

The steps described above are subject to a number of considerations necessary to ensure the effectiveness and transparency of the process:

- For complaints considered unresolved, TNV EUROPE shall prepare a written response to be provided to the client.
- Responsibility for handling the complaint is always assigned to competent personnel who are not connected with the procedure that is the subject of the complaint and who have technical competence at least equivalent to that of the person who performed the procedure.
- All complaints concerning matters attributable to impartiality (CSI) are reported to the Committee for Safeguarding Impartiality.

Where the specific circumstances so require, TNV EUROPE reserves the right to carry out an additional audit to verify the status of the management system of the Company that is the subject of the complaint.

3. APPEAL

TNV EUROPE has a documented process for receiving, evaluating and making decisions on appeals.
TNV EUROPE is responsible for decisions at all levels of the appeal-handling process. TNV EUROPE ensures that the persons involved in the appeal-handling process are different from those who carried out the audits and made the certification decisions.
The submission, investigation and decision on appeals shall not result in any discriminatory action against the appellant.
The appeal-handling process shall include at least the following elements and methods:

- A description of the process for receiving, validating and investigating the appeal, and for deciding what actions are to be taken in response, taking into account the results of previous similar appeals;
- Tracking and recording appeals, including actions undertaken to resolve them;
- Ensuring that any appropriate corrections and corrective actions are taken.

TNV EUROPE is responsible for gathering and verifying all information necessary to validate the appeal.
TNV EUROPE acknowledges receipt of the appeal and provides the appellant with progress reports and the outcome of the appeal.
Decisions to be communicated to the appellant are made, reviewed and approved by personnel not previously involved in the subject matter of the appeal.
TNV EUROPE formally notifies the appellant of the conclusion of the appeal-handling process.

3.1 APPEAL-HANDLING PROCEDURE

A company using TNV EUROPE certification services has the right to appeal against a decision made by TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O..
The appeal shall be submitted to TNV EUROPE exclusively in writing by registered mail with acknowledgement of receipt within 15 days from the date on which the decision was made.
An appeal is considered complete if it contains the following information:

- Indication that the submission is an appeal
- Company information
- Subject of the appeal
- Grounds for the appeal
- Documentary evidence of the alleged violation
- Signature of the Company's legal representative

In the absence of one or more of the elements listed above, the appeal will be rejected. In such cases, TNV EUROPE sends an explanatory communication to the Company.
If the appeal documentation is complete:

- the Quality Manager shall record the appeal in the form (TNV_51) and in the Complaints and Appeals Register (TNV_52),
- the Quality Manager prepares the necessary documentation.
- the Quality Manager shall convene the CSI meeting.
- The CSI reviews the documents relating to the appeal
- the CDI votes on the final decision. All CDI members shall be independent of the subject matter of the appeal. The CSI shall handle the appeal in accordance with the CSI Statute.

Upon completion of the decision-making process, the decision shall be communicated to the Company within 60 days from the date of receipt of the appeal.

The decision shall be considered final.