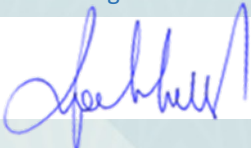




COMPLAINTS AND APPEALS PROCEDURES

WRITTEN BY:	APPROVED BY:
Quality Manager: Barbara Loddo	General Manager: Paolo Colitti
	

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1. PURPOSE AND DEFINITIONS

This document defines the phases of handling complaints and appeals:

1. **COMPLAINT:** An expression of dissatisfaction, whether verbal or written, addressed to TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O., detailed in relation to a single incident or the entirety of the service received by TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O..
2. **APPEAL:** act by which a customer asks the Body to annul, modify or reconsider one or more decisions relating to the certification service, opposing them.

2. COMPLAINT

A complaint is a formal declaration of dissatisfaction or disagreement with a TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. contract or service. It can be submitted by the customer or any other interested party.

TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. is responsible for all decisions, at all levels, relating to the complaints handling process.

The lodging of complaints, their examination and the related decisions must not give rise to any discriminatory action against the complainant.

Upon receipt of a complaint, TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. confirms whether the complaint relates to certification activities for which it is responsible and, if so, must deal with it. If the complaint concerns a certified customer, the examination of the complaint must take into account the effectiveness of the certified management system.

Any valid complaint regarding a Certified Customer must be reported by TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. within an appropriate timeframe, including to the Certified Customer himself.

TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. has a documented process for receiving, assessing and making decisions on complaints (see section 2.1). This process is subject to confidentiality requirements, with regard to who made the complaint and the content of the complaint.

The complaints process includes:

1. A description of the process for receiving, validating, and examining the complaint, as well as deciding what actions need to be taken to resolve the complaint;
2. The traceability and recording of complaints, including actions taken in response;
3. Ensuring that all appropriate corrections and corrective actions are taken.

TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. is responsible for collecting and verifying all the information necessary for the validation of the claim itself.

Whenever possible, TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. must confirm receipt of the complaint and must provide the complainant with reports on the progress and results of the complaint.

Decisions, to be communicated to the complainant, are taken reviewed and approved by persons not previously involved in the contents of the complaint itself.

TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. formally notifies the complainant of the conclusion of the complaint processing process.

TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. determines together with the certified customer and the complainant whether, and if so to what extent, the content of the complaint and its resolution should be made public.

2.1 COMPLAINT HANDLING PROCESS

Complaints must be submitted in writing by sending an e-mail to the e-mail address info@TNVdoo.eu or by registered mail to the address: TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. d.o.o., Prvomajska 28th – 5000 Nova Gorica Slovenija.

With regard to reports received by telephone, however, the Reporter will be asked, where possible, to give preference to the written form.

The report must contain the following information: Name of the person making the complaint;

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

Complaints are handled by the Quality Manager, recorded on the complaints and appeals form (TNV_51) and in the register (TNV_52) and it is ensured that the person involved in the subject matter of the complaint is not involved in the complaint handling process itself.

The deadline for submitting complaints relating to the performance of the audit and the related report is seven (7) days from the date of the audit.

Each complaint is forwarded to the quality manager, who must acknowledge receipt of the complaint to the complainant in writing within ten (10) days of receipt of the complaint. The supervisor then analyzes the causes of the complaints, decides whether the complaint is justified and then decides on any corrective and/or preventive measures to be implemented. If the applicant for certification is the person making the complaint, he or she must be promptly informed, in writing, of the actions taken.

If the person making the complaint is a third party, TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. will act as follows:

- Inform the company requesting certification (customer) of the complaint received;
- You will confirm to the third party (who submitted the complaint) that you have received your complaint and that it has been handled by it.

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

- For Complaints that are judged to be unanswered, TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. will prepare a response to be provided to the Customer in writing.
- The responsibility for processing is always entrusted to competent personnel, unrelated to the procedure that is the subject of the complaint and who guarantees a technical competence at least equal to that of the person who conducted the procedure.
- All complaints involving aspects attributable to impartiality (CSI) are reported to the Committee for the Safeguarding of Impartiality.

In case the specific situation so requires, TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. 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.

1. APPEAL

TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. has a documented process for receiving, evaluating and making decisions on appeals.

TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. is responsible for decision-making, at all levels, in the appeals process. TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. ensures that the people involved in the complaints process are different from those who carried out the audits and made the certification decisions.

The lodging of appeals, their examination and the related decisions must not give rise to any action of a discriminatory nature against the person who brought the appeal.

The appeals process shall include at least the following elements and methods:

- A description of the process for receiving, validating and examining the appeal, as well as for deciding what actions need to be taken in response to it, taking into account the results of previous similar appeals;
- The traceability and recording of appeals, including the actions taken to resolve them;
- Ensuring that all appropriate corrections and corrective actions are taken.

TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. is responsible for collecting and verifying all the information necessary for the validation of the appeal itself.

TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. confirms receipt of the appeal and provides the complainant with reports on the progress and results of the appeal.

The decisions, to be communicated to the person who submitted the appeal, are taken, reviewed and approved, by personnel not previously involved in the subject of the complaint itself.

TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. formally notifies the complainant of the conclusion of the appeal process.

3.1 PROCESS OF HANDLING AN APPEAL

A company using the certification services of TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. has the right to appeal against a decision taken by TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O..

This appeal must be sent to TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. exclusively in written form by registered mail with acknowledgement of receipt no later than 15 days after the adoption of the decision taken.

An application is considered complete if it contains the following information:

- Indication that it is an appeal
- Company Information
- The subject matter of the appeal
- Grounds of appeal
- Material proof of the violation
- Signature of the legal representative of the Company

In the absence of one or more of the above elements, the application will be rejected. In such cases, TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. sends an explanatory message to the Company.

In the event that the documentation of the appeal is complete:

- the Quality Manager will register the appeal on the form (TNV_51) and the register of complaints and appeals (TNV_52),
- the Quality Manager prepares the necessary documentation.
- the Quality Manager will convene the CSI meeting.
- The CSI verifies the documents relating to appeals
- the CDI votes for the final decision. All members of the CDI must be independent of the subject matter of the appeal. The CSI will handle the appeal in accordance with the Statute of the CSI.

At the end of the decision, the decision will be communicated to the Company, no later than 60 days from the date of receipt of the appeal.

The decision is to be considered final.