

Appeals, Complaints and Disputes Procedure



TÜV AUSTRIA MARINE

PRO-010

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Rev Date\Rev No 00

Appeals Complaints and Disputes Procedure

Procedure Name Appeals Complaints and Disputes Procedure		Procedure Lead Quality Manager		Goals / KPI: LST-008a	
Procedure Suppliers TÜV AUSTRIA MARINE Quality Management System Users		Procedure Clients TÜV AUSTRIA MARINE Quality Management System Users		Risk Evaluation: FRM-012a	
Inputs Suggestion, Objection and Complaint Form		Outputs Satisfaction, solution		References EN ISO/IEC 17020 7.5 / 7.6 EN ISO/IEC 17065 7.13	

Flowchart	No	Critical Activity	Description	Records	Reference	Standard
Definitions	1	Appeal, Complaint, Conflict, Dispute and Objection Complaints Committee	<p>Disagreement / Dispute: Dispute concerning decisions taken by TÜV AUSTRIA MARINE regarding all services performed including all conformity assessments. The disputes and disagreements are used with the same meanings and they refer to the disagreement or disputes with our staff regarding the relevant or general conformity assessment services.</p> <p>Complaint: Written negative applications made regarding procedures, policies, services of TÜV AUSTRIA MARINE, including those related to the accreditation body, related to the services provided by private or legal persons within the scope of inspection services, testing, measurement and laboratory services, automotive services, personnel, process-performance, permanent or temporary staff, activities carried out within the scope of the</p>	FRM-010a Suggestion, Complaint and Objection Form	7.5 7.13	EN ISO/IEC 17020 EN ISO/IEC 17065

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Flowchart	No	Critical Activity	Description	Records	Reference	Standard
Definitions			<p>documents issued by TÜV AUSTRIA MARINE, or any other matter related to any subject within the scope of TÜV AUSTRIA MARINE's activities.</p> <p>Objection: Written applications against the decisions taken in conformity assessment, inspection services, testing, measurement and laboratory services of private property or legal entities which are subject to TÜV AUSTRIA MARINE in their respective fields within the context of automotive services, staff, product and service documentation. The only requirement for an objection is that the decision taken by TÜV AUSTRIA MARINE is against the wishes of the protesting party and has not been resolved by the application for dispute.</p>			
	2	Customer Satisfaction	<p>TÜV AUSTRIA MARINE measures Customer Satisfaction in the activities. Customer satisfaction is measured with FRM-010b Customer Satisfaction Survey. FRM-010b Customer Satisfaction Survey is sent by mail to the customer with report or certificate given against the works. Non-returning customers are called by the related department asked to fill in the 'FRM-010b Customer Satisfaction Survey' by calling or sending an e-mail by the Quality Manager or Customer Service Sfficer of the relevant department within 1 month.</p> <p>'FRM-010b Customer Satisfaction Questionnaire consists of 7 questions in total, returns of 70 points and above are expected. Questionnaires that receive returns below 70 points are recorded with the 'LST-011a IF Tracking List' and analyzed..</p> <p>The Customer Satisfaction Survey measures satisfaction on the basis of work and in related categories. The surveys are evaluated and recorded by</p>	<p>FRM-010b Customer Satisfaction Survey</p> <p>LST-010a Customer Satisfaction Analysis'</p>	<p>7.5</p> <p>7.13</p>	<p>EN ISO/IEC 17020</p> <p>EN ISO/IEC 17065</p>

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Flowchart	No	Critical Activity	Description	Records	Reference	Standard
			<p>the Quality Manager.</p> <p>Quality Manager is converted into a statistical data Customer Satisfaction by with 'LST-010a Customer Satisfaction Analysis'. The statistical data obtained with LST-010a Customer Satisfaction Analysis 'is presented to the senior management at the YGG meetings.</p>			
Complaints and Objections Samples	3	Subjects of Objections and Complaints	<p>Private or legal persons;</p> <p>a-) Organizations that TÜV AUSTRIA MARINE serves,</p> <p>b-) Customers of the institutions receiving TÜV AUSTRIA MARINE's services,</p> <p>c-) Public institutions,</p> <p>d-) Private organizations,</p> <p>e-) Customers of TÜV AUSTRIA MARINE and other members of the public,</p> <p>f-) Some of the written negative applications that are received from the other interested parties, including those related to the accreditation body, may include the following:</p> <ul style="list-style-type: none"> ✓ The attitude and behavior of the audit team or staff, ✓ Compliance with the Inspection Plan ✓ The performance of TÜV AUSTRIA MARINE personnel, ✓ TÜV AUSTRIA MARINE conformity assessment activities ✓ The complaints of the service or product user or third parties about the organization, ✓ The applications for the misuse of the logo and accreditation mark of the companies certified by the accreditation body, ✓ The service fee of the activity carried out by TÜV AUSTRIA MARINE not being accepted by the applicant ✓ Other etc. topics 		<p>7.5</p> <p>7.13</p>	<p>EN ISO/IEC 17020</p> <p>EN ISO/IEC 17065</p>

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Flowchart	No	Critical Activity	Description	Records	Reference	Standard
Complaints and Objections Samples			<p>Aforementioned subjects are considered and evaluated as complaints by TÜV AUSTRIA MARINE. TÜV AUSTRIA MARINE complies and verifies all the information necessary to validate the complaint and informs the complainant.</p> <p>Registration shall be made after access to TÜV AUSTRIA MARINE. Some of the topics to be considered as objections are:</p> <ul style="list-style-type: none"> ✓ Rejection of the complaint by TUV AUSTRIA MARINE, ✓ As result of the complaint, the complainant's disapproval of the activity carried out by TÜV AUSTRIA MARINE, ✓ The result obtained in evaluation of the complaint not being accepted by the complainant, ✓ Not to issue certificates/reports ✓ Decision on not extension of scope ✓ Scope of certification or not issuing certificate ✓ Other 			
Proceeding	4		<p>TÜV AUSTRIA MARINE is responsible for decisions taken at all stages of dealing with complaints and objections. The acceptance, investigation and decision of the complaint or objection should not result in any discriminatory action against the complainant and the objector.</p> <p>A complaint from the activities of TÜV AUSTRIA MARINE is answered and clarified on the condition of informing the customer.</p> <p>TÜV AUSTRIA MARINE shall fill and process the system FRM-010a Suggestions, Complaints and Appeals Form in order to verify whether the</p>	FRM-010a Suggestion, Complaint and Objection Form	7.5.2 4.8 7.13.2	EN ISO/IEC 17020 EN ISO/IEC 17025 EN ISO/IEC 17065

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			<p>complaint / objection is related to the test, inspection activities. If the complaint is related to the activities mentioned above, it should take over the complaint. In addition, if the complaint is related to a customer certified by TÜV AUSTRIA MARINE, the relevant customer shall be informed by taking into account the effectiveness of the documented management system in questioning the complaint.</p> <p>FRM-010a Suggestions, Complaints and Appeals Form shall be filled by the person who received the objection or complaint for the objection or complaint received using other communication channels. The completed form is forwarded to the Quality Manager.</p> <p>TÜV AUSTRIA MARINE is responsible for the collection and verification of all information required to validate the complaint.</p> <p>The process of handling the objection and complaint should include at least the following elements and methods:</p> <p>a) an outline of the process for receiving, validating and investigating the appeal, and for deciding what actions need to be taken in response to it, taking into account the results of previous similar appeals;</p> <p>b) tracking and recording appeals, including actions undertaken to resolve them;</p> <p>c) ensuring that any appropriate correction and corrective action are taken.</p>			

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Notification	5	First Notification	TÜV AUSTRIA MARINE makes the complaint or objection official with the Suggestion, Appeal and Complaint Form and communicates the complaint or objection to the customer with communication channels. This can be mail, fax and phone.	FRM-010a Suggestion, Complaint and Objection Form	7.6.3 7.13.3	EN ISO/IEC 17020 EN ISO/IEC 17065
Verification and Control	6	Verification and Control	TÜV AUSTRIA MARINE is responsible for (as far as possible) gathering and verifying all information necessary to make a decision of the present complaint or objection. Using internal communication, product-process-service certification, test, inspection subject to appeal and complaint are clarified or the relevant situation is clarified.	FRM-010a Suggestion, Complaint and Objection Form	7.6.2 7.13.4	EN ISO/IEC 17020 EN ISO/IEC 17065
Assessment and Decision	7	Decision	The decision resolving the complaint or objection shall be governed by persons / persons not involved in the product - service - process certification, inspection, testing activities subject to the complaint or application. To ensure there is no conflict of interest, TÜV AUSTRIA MARINE does not use a personnel, who has been employed for a client for a period of two years from the date of the end of employment, to review or approve a complaint or objection of the client. The complaints and appeals are forwarded to the Quality Unit which is independent from TÜV AUSTRIA MARINE operations. When the solutions and practices developed for the relevant complaint or objection are deemed appropriate and sufficient by the customer, the	FRM-010a Suggestion, Complaint and Objection Form	7.6.4 7.13.5 – 7.13.6	EN ISO/IEC 17020 EN ISO/IEC 17065

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			<p>related activities are initiated.</p> <p>As a result of the evaluation process, together with the decision agreed with the customer, the necessary non-compliance is followed step by step by the TÜV AUSTRIA MARINE Quality Manager and the necessary studies are carried out with precision.</p> <p>Corrective/preventive action is initiated with the aim of solving the main subject of the complaint. If necessary, unusual internal audit (special audit) can be carried out in the relevanti.</p>			
Feedback	8	Result Notification	<p>TUV AUSTRIA MARINE notifies the result of complaint or objection to complainer person or institution legally (as far as possible) with FRM-010a Suggestion, Complaint and Objection Form.</p> <p>In case of continuing insolvency, Muğla Bodrum Courts are authorized. The notification is made by the Quality Manager.</p>	FRM-010a Suggestion, Complaint and Objection Form	7.6.4 7.13.5 – 7.13.6	EN ISO/IEC 17020 EN ISO/IEC 17065
Subsequent Activities	9	CPA	<p>The responsible persons who have been verified with respect to the subject matter of the Objection and Complaint shall investigate the process to prevent the removal or repetition of such nonconformities and initiate corrective/preventive actions in accordance with PRO-011 Nonconformities and Development Procedure.</p>	FRM-010a Suggestion, Complaint and Objection Form	7.6.5 7.13.7 – 7.13.8	EN ISO/IEC 17020 EN ISO/IEC 17065
Control of Records Procedure	10	Records	<p>Records of Appeal Complaints and Disputes Procedure are kept according to the Records Control Procedure.</p> <p>The Customer Complaints coming with FRM-010a Suggestion, Objection</p>	LST-011a IF Tracking List	8.1.2 8.5.2	EN ISO/IEC 17020 EN ISO/IEC 17065

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			and Complaint Form is followed with LST-011a IF Tracking List. These records are evaluated at Management Review meetings.			

Table 1 Revision Tracking Chart

#	Revision Date	Revision Description	Issuer	Approved by
0	04.04.2022	Dispute Complaint and Dispute Procedure publication	OOK	YUN
1				
2				
3				
4				
5				
6				

PREPARED BY / REVISED BY (Name, Surname, Position, Signature)	CONFIRM / RELEASE (Name, Surname, Position, Signature)
Özlem OK Quality Manager	Yankı ÜNAL Chairman of the Board

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