

# Complaints and Appeals

## 投诉与申诉



It is the goal of the TÜV Rheinland Group to provide a high level of service to our customers. If you believe that we have failed to match your level of expectation, please do not hesitate to use our publicly available complaints and appeals system. This will help us to improve our service delivery in the future.

德国莱茵TÜV集团致力于向客户提供高水平服务。如果您认为我们的服务未达到您的期望，请务必使用我们的公共投诉与申诉系统。这将帮助我们在未来提高服务质量。

You can submit your complaint or appeal by mail to one of our offices in Greater China, via e-mail to [service-gc@tuv.com](mailto:service-gc@tuv.com) or via the feedback form on our website <http://www.tuv.com>.

您可以通过以下方式提交投诉或申诉：寄信给莱茵大中华区的任何一个办公室，发电邮至[service-gc@tuv.com](mailto:service-gc@tuv.com)，或者登陆我们的网站<http://www.tuv.com>进行反馈。

## Complaints

### 投诉

#### Definition:

定义

Expression of dissatisfaction made to TÜV Rheinland, related to its provided services or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected. (Derived from ISO 10002 clause 3.2)

对于德国莱茵 TÜV 所提供服务，或对于其明示或暗示性的回复或解决方法的投诉处理过程本身所表达的不满意。(从 ISO 10002 标准的条款 3.2 衍生出来)

#### Process:

流程

After receiving a complaint, the complainant will receive a confirmation of receipt and the complaint is registered in a database under supervision of Central Customer Service who is responsible for the overall complaint handling process.

一旦收到投诉，投诉人将收到一封确认收据，随后此次投诉将会被记录在数据库里，由中心客户服务部的相关人员监管，同时负责整体投诉处理流程。

Central Customer Service will review the complaint and assign a complaint manager who is responsible for:

- Analysis of the causes
- Stipulation of corrective actions
- Verification/inspection of the effectiveness of the corrective actions
- If necessary proposal of preventive measures
- Information of all the persons affected by the corrective/preventive actions, in particular the client.

中心客户服务部将评审投诉并委派一名投诉经理负责：

- 分析原因
- 规定纠正措施
- 验证/检查纠正措施的有效性
- 考虑是否提出必要的预防措施
- 收集此次纠正/预防措施所有所涉及到人的信息，尤其是客户

All the information and processing history is documented in the complaints database.

# Complaints and Appeals

## 投诉与申诉



所有相关信息及处理流程将存档在投诉数据库里。

If the complaint concerns a certified customer, the investigation of the complaint will take account of the effectiveness of the certified management system. The certified customer is informed about the complaint and if necessary a statement will also be requested from him.

如果投诉涉及到被认证过的客户，那么投诉的调查过程应考虑到被认证管理体系的有效性。被认证客户将会被告知此次投诉，并且如有必要，我们将要求客户提供陈述。

After the investigation has been completed, the customer will be informed of the investigation result, correction / corrective action where applicable, and asked for his acceptance of the result.

调查完成后，我们将告知客户调查结果，适用的纠正措施，并要求其接受此结果。

If a complaint is about services accredited with another company in the group, TÜV Rheinland Greater China will share this complaint with the holder of the accreditation.

如果投诉是关于德国莱茵 TÜV 里的另一个公司提供的认可服务，德国莱茵 TÜV 大中华区将与认可部门分享此投诉。

In cases in which no amicable solution can be found, the appeals process will be initiated. In this case the corrective action stipulated by the committees will be implemented.

万一无法达成友好协商解决方法，将开启上诉程序。在这种情况下，委员会规定的纠正措施将得到实行。

## Appeals

### 申诉

#### Definition:

定义

An appeal is a written request by a party (appellant) who has received conformity assessment services from TÜV Rheinland, for reconsideration by TÜV Rheinland of a decision made regarding the provided conformity assessment services. (Derived from ISO/IEC 17000 clause 6.4) Such decision includes: rejection of application for testing/inspection/certification service, rejection for continuing testing/inspection/certification task, request for corrective actions, withdraw certificate/report, suspend or withdraw certification, etc.

申诉是指一方(上诉人)的书面要求，其接受过德国莱茵TÜV提供的符合性评估服务。申诉针对重新考虑关于莱茵作出的对符合性评估服务做出的决定。(由ISO/IEC 17000，条款6.4衍生)。这里的“决定”包括：拒绝申请测试/检查/认证服务，拒绝延续测试/检查/认证工作，要求实施纠正措施，撤销证书/报告，中止或撤销认证过程，等等。

#### Process:

过程

The appellant needs to submit the appeal to TÜV Rheinland in writing. It will be send to the certification body manager who will register it and provide confirmation of receipt to the appellant.

上诉人需要向德国莱茵TÜV递交申诉的书面文件。此文件会交由认证部门经理并为上诉人提供确认收据。

The certification body validates and investigates the appeal. It will be ensured the persons who are involved in the appeals process have not carried out the related audits or made the related certification decision within the last 2 years. Results from earlier appeals are taken into account during the assessment.

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认证机构负责证实及调查此申诉。要保证介入此申诉过程的人员在过去的两年中未做出过相关的审核或认证决定。评估中，将对之前的申诉结果予以考虑。

The appellant will be informed of the progress of the appeals process and the result in good time.  
上诉人将被及时告知申诉进展过程及结果。

At any time, the appellant may ask for an impartial review. The appeal is then referred to the Appeals Review Board, which consists of the President of TÜV Rheinland Greater China, a neutral Division Manager, and the Quality Manager. If the party requesting the appeal objects to the members of the Appeals Review Board or its decision on the appeal, the appeal is referred to the Advisory Board for review and resolution.

上诉人可以随时要求进行公正性审查。此申诉会求助于上诉管理委员会，委员会由德国莱茵TÜV大中华区的总裁，一名中立部门经理及质量经理组成。如果要求上诉的一方拒绝承认上诉管理委员会或其就申诉做出的决定，此申诉将会移交至咨询委员会进行审查和决定。

The submission, examination and decisions relating to appeals do not lead to the appellant being disadvantaged.

与申诉有关的递交、检查及决定不会使上诉人处于不利地位。