

COMPLAINTS PROCEDURE OF THE TESTING LABORATORY

Accredited Testing Laboratory No. 1552

Complaints

The Tiyo a.s. Testing Laboratory (named 'Accredited Testing Laboratory') deals with any complaint, grievance, objection or dissatisfaction of any person or organisation against this laboratory concerning its activities or results.

Lodging a complaint or grievance

A complaint/grievance may be made in the form below within one month of the date on which the cause for complaint/grievance arose:

- by delivery to the Tiyo a.s. mailbox (ID: 6xddsc6),
- by written delivery to the address 'Accredited Testing Laboratory' (Příčná 2071, 50801 Hořice),
- by electronic delivery to the email address stefan.kulina@tiyo.cz ,
- orally or by telephone, followed by a written record.

Particulars of a complaint or grievance

Each complaint must state:

- who is filing it - identification of the complainant,
- to whom it is addressed,
- what it concerns - the subject of the complaint (description, when it occurred, what the discrepancy is, etc.),
- what the complainant is seeking or proposing by his/her submission,
- the date of submission,
- in the case of a complaint/complaint about a measurement or test report, the identifying features - test report number or contract number - must be provided.

Method of handling the complaint or grievance

1. The manager of the test house management system shall acknowledge receipt of the complaint/complaint to the complainant without undue delay and commence its processing.
2. The test facility management system manager shall record all complaints on the F015 'Customer Complaint Registration' form, which shall also indicate the date of receipt, the identity of the complainant and the subject of the complaint.
3. The Examination Room Management System Manager is responsible for investigating the validity and must always work in conjunction with the Quality Manager:
 - Investigate the validity of the complaint/complaint and the actions that led to it,
 - in the event that the complaint/complaint is unjustified, submit the results of the investigation in writing to the complainant with justification for the unjustified claims,
 - if the complaint is justified, propose a solution to the complainant.

4. The complainant shall be informed in writing of the method of resolving the complaint/complaint without delay, but within 10 working days at the latest.
5. The complaint/complaint must be settled within 30 days of the date of its submission, unless the Accredited Testing Laboratory agrees with the complainant on a different time limit. If the time limit for resolving the complaint/complaint cannot be met, the Accredited Testing Laboratory shall inform the complainant of this fact, stating the reason, and a new date by which the matter will be resolved.

Legitimate complaint/complaint

6. The Testing Laboratory Management System Manager, in conjunction with the Testing Laboratory Quality Manager, shall determine the procedure for handling the complaint/complaint and assign a staff member independent of the complaint/complaint under review to handle it.
7. The test facility management system manager, in cooperation with the quality manager, shall determine corrective actions to prevent repetition or continuation of employee or non-conforming work leading to the complaint.
8. If the complainant fundamentally disagrees with the manner in which the complaint/complaint was handled, he/she is asked to propose his/her own solution, which will be discussed directly with the Test Facility Management System Manager. Further action will be based on the outcome of the mutual agreement.
9. Upon final agreement by both parties, the complainant shall be notified in writing of the resolution of the complaint.
10. The final responsibility for the progress and handling of the complaint/complaint rests with the Test Management System Manager.

Complaints about examination results

In the event that the complaint is found to be justified and the test result is found to be incorrect, the Accredited Testing Laboratory will immediately carry out a retest (if possible) or some form of additional tests and measurements at its expense.

If the claim/complaint is not found to be justified, Accredited Testing Laboratory will offer to arrange for duplicate tests to be carried out by another independent testing laboratory. The cost of these tests shall be borne by the party whose result is against him. In this case, the above terms and conditions of the retesting shall be agreed with the complainant in the order or contract before the retesting commences.

Štefan Kulina

Manager of the test centre
management system

mobile +420 727 989 039
e-mail stefan.kulina@tiyo.cz

Tiyo a.s.
Příčná 2071, Libonice, 508 01 Hořice
ID 02673703
VAT CZ02673703
DUNS 361523849
www.tiyo.cz