

# **COMPLAINTS AND APPEAL MANAGEMENT - ALGERIA**

## **Complaints and Appeals Management - Algeria**

Our goal in TÜV Rheinland Algeria is to provide a high level of service to our clients.

### **Complaints and Appeals Management Process**

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.

Complaints and Appeals raised by clients are generally received thru e-mail, phone or personal interaction between TÜV Rheinland Algeria employee and the client. Complaints are recorded in timely manner in an online system and immediately brought to the attention of the respective department Manager.

All complaints / appeals will be:

- documented and reported to the respective managers;
- acknowledged to the complainant / appellant in writing;
- categorized in accordance with criticality rating and identified the ownership of the complaint / appeal;
- resolved in a timely manner taking necessary actions through root cause analysis and determination of corrective and preventive action;
- reviewed independently and approved by independent party who are not involved in the subject of the complaint for the actions initiated against the complaint resolution;
- communicated formally to the complainant / appellant of the status of closure.

No discriminatory actions against the complainant will be initiated against submission, investigation and decision on complaints.

Adnane Benhabyles

Country Manager

TÜV Rheinland Algeria