

Suggestion, Complaint and Objection Form

Suggestion ☐		Complaint ☐		Objection/Appeal ☐	
Name-Surname		Title			
Date		Address			
Phone		e-mail			
Please describe your suggestion, objection/appeal and/or complaint.					
When you fill out this form online, please send it to compliance@tuv-austria.sa and/or you may also send it by post to Office No 412, 4th Floor, Riyadh Gallery Mall, Riyadh 12262, Saudi Arabia.					
Recorded by ¹			(Name-Surname / Title)		
Your Complaint/Objection has been registered by TÜV AUSTRIA and have been processed. ²					
The necessary work will be carried out by the responsible employee for the listed activities below. You may contact our employees at any time to discuss your Complaint/ Objection and to obtain information about the process. In any event, you will be informed as soon as possible of the action to be taken in relation to your complaint. You have five (5) working days to object to the action notified to you.					
Activities to be carried out					
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Activities to be carried out and decisions taken regarding your complaint are as above. We submit for your information. TÜV AUSTRIA					
Name-Surname/Title					
Signature					
Decisions taken regarding your complaint are as below.					
Result of the Activities and Decision					
We submit for your information. TÜV AUSTRIA					
Objection Committee					
Information regarding the acknowledgement of the objection committee by the organization Branch of TÜV AUSTRIA Shanghai Co. Ltd. - Riyadh					
Date					
Approved by					
Decision of Objection Committee					
Date					
Name					
Signature					
Did the objecting organization accept the decision of the objection committee?				☐ Yes	☐ No
Is corrective action will be taken on this subject?				☐ Yes	☐ No
Related Responsible Person					
Date – Signature /					

1 If the complaint / objection is communicated verbally, this form should be completed by the authorised person of TÜV AUSTRIA. The consent of the complainant / objector should be obtained to ensure a correct understanding of the matter.

2 TÜV AUSTRIA will inform you about your complaints and/or appeals has been registered and started to processed