



TSI Complaints Procedure

TSI has established a documented process for handling complaints in a manner that is constructive, impartial, and timely, aligning with ISO 17024:2012 standards. The complaints-handling process encompasses the following key elements and methods:

- 1. Receiving and Validating Complaints:** Complaints can be submitted by individuals through a formal online complaint form available on TSI's website. Upon receiving a complaint, TSI initiates an investigation and validation process.
- 2. Tracking and Recording:** TSI maintains records of all complaints, including actions taken to address them. This practice ensures that each complaint is carefully documented, and appropriate actions are taken based on the investigation's findings.
- 3. Corrective Actions:** In cases where a complaint is substantiated, TSI takes appropriate corrective actions to resolve the issue, which may include reevaluating certification decisions or processes.
- 4. Responsibility and Verification:** TSI's Operations Manager and Managing Director are responsible for verifying, investigating, and overseeing corrective actions in response to complaints. This approach ensures a systematic and accountable process for addressing complaints.
- 5. Confidentiality:** TSI adheres to requirements for confidentiality throughout the complaints-handling process, safeguarding both the complainant's identity and the subject of the complaint.
- 6. Acknowledgment and Communication:** TSI strives to acknowledge receipt of complaints and provides complainants with progress reports and the final outcome when feasible.
- 7. Formal Notice:** At the conclusion of the complaints-handling process, TSI issues formal notices to complainants, ensuring transparency and closure.
- 8. Review by Unbiased Personnel:** TSI ensures that the decision communicated to the complainant is either made by personnel who were not previously involved in the subject of the complaint or is reviewed and approved by such personnel.

Overall, TSI's approach to handling complaints demonstrates a commitment to fairness, transparency, and accountability, in line with ISO 17024:2012 standard.

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