Complaints and Appeals

It is our aim to take individual care of our customers and to provide services of the highest quality.

You – as our customer or external interested party – are not satisfied, e.g. with a service, the behavior of an account manager, course instructor, verifier or auditor? Or you want to appeal a certification decision made by us? Perhaps you have discovered deficiencies in a management system certified by us? The suspicion of unethical or even corrupt conduct on the part of one of the parties involved in the certification decision can also be a reason for an objection. Whatever you dislike, please let us know in writing:

GUT Certifizierungsgesellschaft
für Managementsysteme mbH
Umweltgutachter
Eichenstraße 3b
12435 Berlin

E-Mail: info@gut-cert.de
FAX: +49 30 2332021 - 39

We guarantee to process your request immediately and to keep your information confidential. You will be informed immediately upon receipt of your complaint or your appeal. The facts will be handled or clarified with other involved persons if needed (e.g. general management, account manager, auditor, course instructor). You can find more information about the complaint procedure in the process description PB96EN in the public download area www.gut-cert.de.

Company name/ contact person / means of contact:	**if applicable project number:**

Appeal concerning:

- ❒ Choice of auditor/expert conducting the certification procedure
- ❒ Results of the audit report
- ❒ Certification decision
- ❒ Examination marks (GUTcert Academy)
- ❒ Other: _____

Complaint concerning:

- ❒ Account manager GUTcert
- ❒ appointed auditors, experts, verifiers, course instructors
- ❒ Organisation or management of the project
- ❒ Unequal treatment
- ❒ Other: _____

Description of the complaint / appeal:

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