

DAkKS | Deutsche Akkreditierungsstelle GmbH
Spittelmarkt 10 | 10117 Berlin | Germany

Oxebridge Quality Resources International LLC
Edificio Tempus
Mr. Christopher Paris
VP Operations
Av. Santo Toribio 103-117
San Isidro, Lima 27 Peru

Deutsche
Akkreditierungsstelle GmbH
(German Accreditation Body)
Office Berlin

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beschwerden@dakks.de

by e-mail: chris@oxebridge.com

30.06.2021

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Complaint Procedure against TÜV Nord Certification GmbH
Your Complaint dated June 6th 2021

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Complaint Number:
2021-049

Dear Mr. Paris,

we refer to your complaint against the mentioned conformity assessment body, which was mainly directed to the body itself.

Chief Executive Officer:
Dr.-Ing. Stephan Finke

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In that letter you explain to the TÜV Nord Certification GmbH that the National Inspection & Technical Testing Company Ltd. (FAHSS) performs certification services and consulting activities in Saudi Arabia. According to your explanation FAHSS has submitted multiple contracts for consulting services which then require the client to undergo conformity assessment by TUV Middle East. This is creating an insurmountable conflict of interest.

Chairman of the Supervisory Board:
Prof. Dr. Manfred Hennecke

We have classified your e-mail as a complaint within the meaning of paragraph 7.12 EN ISO/IEC 17011 and Article 9(4) of Regulation (EC) No 765/2008, because you express your dissatisfaction to the accreditation body about a conformity assessment body which is accredited by us.

Registered Office: Berlin
Local Court Berlin-Charlottenburg
HRB 122846 B
VAT-ID: DE815123526

First of all, we would like to thank you for your information. In order to examine your complaint, we have analysed it with the involvement of the responsible division of DAkKS. After final evaluation of the given information, the facts described by you have justified further investigation of the allegations by the accreditation body.

Berliner Volksbank
IBAN: DE 52 10090000 8841025009
BIC: BEVODEBBXXX

In a next step, we have contacted the body to ask for a statement to your complaint and to initiate immediate measures to fully clarify the facts. The body informed us that first urgent measures were taken immediately after receipt of the complaint. In addition, investigations are still ongoing due to the complexity of the complaint. We ask for your understanding that we are not allowed to give you any further information on these measures due to the confidentiality of the accreditation proceedings.

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Finally, we can inform you that we will be constantly informed about the further processing of complaints by the certification body and that we will review this process as part of the accreditation procedure. As further processing is now being carried out under the management of our division for Systems of certification and verification. Therefore, we formally close the complaint case with this answer.

Yours sincerely,

Sign.
Vivien Müller LL.M.
Complaint Department DAkkS

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