

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

Contact:
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by e-mail: chris@oxebridge.com

11.03.2022

.....
Complaint Procedure against TÜV Nord Cert GmbH
Your Complaint dated January 14th 2022 in reference to your Complaint
dated April 7th 2021.

.....
Complaint Number:
2022-011 & 2021-049

Dear Mr. Paris,

.....
With the following statement we would like to comment on your complaint mentioned above, against the conformity assessment body (CAB) TÜV Nord Cert GmbH which was also sent by you to **TÜV Nord Cert GmbH** itself.

Chief Executive Officer:
Dr.-Ing. Stephan Finke

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

You stated that **TÜV Middle East** (TÜV Nord's Dubai operations) and the National Inspection & Technical Testing Company Ltd. (FAHSS) would share their senior leadership.

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

Furthermore TÜV Middle East would offer consulting services as well as ISO certification services while invoking its DAKKS accreditation. Additionally **FAHSS** would submit multiple contracts for consulting services requiring the clients to undergo conformity assessment by TÜV Middle East in Saudi Arabia.

Berliner Volksbank
IBAN: DE 52 10090000 8841025009
BIC: BEVODEBBXXX

You therefore see a **conflict of interest between TÜV Middle East and FAHSS** and request formal corrective actions in accordance with clauses 4.7. and 9.8. of EN ISO/IEC 17021-1:2015. This shall include: documented acknowledgement of receipt, a thorough and systemic investigation, further corrective and preventive actions and notification of actions taken when completed by the **certification body** TÜV Nord Cert GmbH as well as a formal complaint processing by **DAkKS** according to the obligations of EN ISO/IEC 17011.

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

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60327 Frankfurt am Main
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Fax: +49 69 610943-90

First of all, we would like to thank you for your information.

www.dakks.de

In order to examine your complaint, we have analysed it with the involvement of the responsible division of DAkkS as well as with the involvement of TÜV Nord Cert GmbH as last year. Therefore we can provide you with the following information:

Regarding TÜV Middle East and FAHSS:

Last year we stated in regard to your complaint in April 2021 that we have received a statement of TÜV Nord Cert GmbH informing DAkkS about the extent of your allegations.

Furthermore TÜV Nord Cert GmbH stated that **corrective actions were** already started in April 2021.

Additionally, TÜV Nord Cert GmbH stated that these investigations and corrective actions are still ongoing or are still being implemented, due to the complexity of your complaint and the allegations and accusations within your complaint. TÜV Nord Cert GmbH has informed DAkkS about all initiated measures and results.

Again 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 and further compliance measures being conducted by TÜV Nord Cert GmbH. DAkkS will review this process and connected outcomes as part of the accreditation procedure at the next assessment of TÜV Nord Cert GmbH if deemed necessary.

Regarding the complaint procedure at TÜV Nord Cert GmbH we asked for a statement and the transmission of your correspondence with TÜV Nord Cert GmbH. In accordance with clauses 4.7. and 9.8. EN ISO/IEC 17021-1:2015 you have received an acknowledgment of receipt on April 5th and 6th 2021, the information that Compliance at TÜV NORD AG will follow-up on the issue on April 9th 2021 and a reply that TÜV Nord has investigated your case and taken appropriate actions on May 5th 2021. Again we are not allowed to provide any further information in this context due to reasons of confidentiality. For further information please contact info.tncert@tuev-nord.de or review the further processing under https://www.tuev-nord.de/fileadmin/Content/TUEV_NORD_DE/pdf/tuev-nord-cert-complaints-appeals.pdf

Therefore, we formally close the complaint case with this answer.

Please don't hesitate to contact us if you have any questions.

Yours sincerely,

Sign.

Linn Hoehnel

Complaint Department DAkkS