

If the automatic dispatch does not work, please send the completed form to "beschwerden@mpa.tu-bs.de"

Institute of Building Materials,  
Concrete Construction  
and Fire Safety | Braunschweig Civil  
Engineering Materials  
Testing Institute

### Complaint form

According to Chapter 7.9 of DIN EN ISO/IEC 17025 2018-03, the Materials Testing Institute for Civil Engineering (MPA BS) as accredited testing and calibration laboratory must provide a documented practice for the receipt, assessment and decision-making in connection with complaints.

Your complaint will be accepted via this form – we therefore kindly ask you to complete, print, sign and send it to us by post or email with the subject "Complaint" to the following address:  
beschwerden@mpa.tu-bs.de

With your signature you consent to the processing and storage of your personal data, which is done exclusively to meet the requirements in accordance with Chapter 7.9 of DIN EN ISO/IEC 17025 2018-03. After completion of your complaint procedure, the data will be retained for another 12 months, before they will be deleted.

As soon as we have received your complaint, you will receive an email with the acknowledgement of receipt of your complaint. With this acknowledgement, you will also be named a reference person at MPA Braunschweig, who will contact you and inform you about the further steps of the procedure. This reference partner is the one with whom you can discuss the details of your complaint. In conclusion of the procedure, you will also receive a message.

The contents of your complaint will of course be treated confidentially. At MPA BS, only those persons will be informed who are needed to clarify the facts. Only at your express request and with your consent will third parties be included in the procedure.

### Contact data:

Thank you for completing your full contact data to enable us to process your complaint appropriately. Anonymous complaints cannot be tracked.

Company:

Name, first name:

Street address:

Post code / City:

Phone:

Email:

MPA customer ID:

MPA order no.:

**To which organizational unit of MPA BS do you want to address your complaint:**

- |  |   |
|--|---|
| <input type="checkbox"/> Executive committee                             | <input type="checkbox"/> Certification    |
| <input type="checkbox"/> Division 2, Fire Safety                         | <input type="checkbox"/> Central Services |
| <input type="checkbox"/> Division 1, Structures & Construction Materials |   |

**Type of complaint:**

- |  |  |
|--|--|
| <input type="checkbox"/> Issue-related/order-related complaint | <input type="checkbox"/> General complaint |
|--|--|

**Subject matter and contents of your complaint::**

**In case you have already had contact with us regarding your concern:**

Who was your contact?  
What has been agreed?

Date/signature

Stamp

**To be completed by MPA BS**

Complaint received on/by:

Acknowledgement of receipt sent on/by:

Date/signature

Date/signature

Complaint conclusively processed on/by

Response to customer/ complaining party on/by:

Date/signature

Date/signature