



MANAGEMENT OF DISAGREEMENTS, COMPLAINTS AND DISAPPROVAL PROCEDURE

1.0. OBJECT

Determination of evaluation basis of complaints and appeals received from organisations / customers, other districts and relevant parties regarding conducted system certification and training activities of QA Technic.

2.0. SCOPE

This procedure includes complaints and appeals received from organisations / customers, other districts and relevant parties regarding conducted system certification, training and Certification Committee decisions of QA Technic.

3.0. RESPONSIBILITIES

Complaints and Appeal Assessment Committee, CEO, Management Representatives, System Certification Manager are responsible for implementation of this procedure.

4.0. DEFINITION

4.1. **Complaints:** In case that any application received from the companies / individuals related with performance, procedures and policies, internal and exterior auditors regarding certification, inspection and audit activities of QA Technic, presence of improper behaviours, addresses, tensions of audit team could be arisen during the audit about inspection services realised companies and/ or certified companies.

4.2. **Appeal:** It is case that decision given by Alberk QA related with any individual/ foundation or organisation.

4.3 **Complaints and Appeal Assessment Committee:** Complaints and Appeal Assessment Committee is a committee formed by choosing independent members among impartiality committee. Complaint and appeal committee is formed by selecting representatives and members of different sectors which are not subjected to appeals

5.0. APPLICATION

5.1. All kinds of appeal and complaints could be related with system certification, training services conducted by QA Technic or about certification committee decisions, are recorded by management representatives. QA Technic gets complaint or appeal, responsible from the gathering of all required informations and verification of them to make the complaint valid. Complaints received from referred parties could be passed onto management representative via fax-e-mail-filemaker software programme. Complaints which have been transferred to several people withi Office are uploaded into File-maker programme via clicking "add customer complaint" button. Uploaded data is transferred to the related file-maker screen of department manager by management representative so process would be initiated accordingly

5.2. In case any kind of disagreement arises related with applicant organization's audit date, audit plan, assigned auditor etc., company's request would be taken into consideration and appeal will be evaluated by System Certification Manager within the related scope. It is announced to related parties that appeal is

Prepared By
MR – Özlem YILMAZ

Approved By
CEO - Latif Murat YILMAZ



MANAGEMENT OF DISAGREEMENTS, COMPLAINTS AND DISAPPROVAL PROCEDURE

received. It is assessed within at most 1 week and if the corrective and preventive activity is required, it is started. Then, status of appeal is concluded by re-processing. In case of company's request for amendment of assigned auditors, this request should be delivered in writing and stating its reasons. Assessments regarding reasons, are applied and then requested amendment is implemented. If the activity is not concluded within 2 weeks, enlightenment about status and completion period of the activity is implemented to customer in writing. If the results regarding to activity are not found satisfactory, subject of objection is taken to agenda of Complaint and Appeal Assessment Committee by CEO. Complaint and Appeal Committee will be established from at least 3 person who are experts in their fields and will be selected by Management Representative depending on status of appeal. Prior to resolution of case, Confidentiality agreement is signed by Committee members.

- 5.3.** Complaints received from the customers regarding running of services in QA Technic or complaints received from other parties (ultimate consumer), related with activities of the company, are recorded with Customer Complaints Follow up Form and announced to related parties that complaint is received. Then, it is assessed at most within 1 week and if the Corrective and Preventive Activity is required, it is started. This activity results are delivered to complaint holder within at most 2 weeks in writing depending on solution method. If the activity is not concluded within 2 weeks, enlightenment about status and completion period of the activity is implemented to customer in writing. If the results regarding to activity are not found satisfactory, subject of objection is taken to agenda of Complaint and Appeal Assessment Committee by CEO. Complaint and Appeal Committee will be established from at least 3 person who are experts in their fields and will be selected by Management Representative depending on status of appeal. Prior to resolution of case, Confidentiality agreement is signed by Committee members.
- 5.4.** People will be selected to the committee, are chosen considering complaint and appeal subject, and impartiality principles. Complaint and Appeal Committee is obtained depending on the type of appeal. Impartiality committee will assess them by investigating their impartiality. Complaint and Appeal Assessment Committee have full independence in decisions. The committee can not be prejudiced by any authorised person.
- 5.5.** Decision taken by the committee, is sent to related party at most in 15 days after meeting date. Recordings belong to complaints are concluded as a result of running of corrective and preventive activity procedure, are kept by management representative and one copy of customer complaint follow up form is sent to CEO prior to management review meeting. As a result of complaint or appeal, if any application including all of the activities of QA technic is required, required application would be started by management representative.
- 5.6.** When the customer complaints related with nonconformities in the quality system of certificated client, reached to the QA Technic, announced to organisation in writing and a feedback related with the arrangements regarding occurred complaints, requested at most in 2 weeks. Received informations are evaluated by CEO. Depending on the significance of complaint, an audit can be performed to organization or the organisation's records regarding customer complaints, are checked to see whether it is regularly

Prepared By
MR – Özlem YILMAZ

Approved By
CEO - Latif Murat YILMAZ



MANAGEMENT OF DISAGREEMENTS, COMPLAINTS AND DISAPPROVAL PROCEDURE

recorded or not during audit which is performed at normal audit time.

- 5.7. When the appeals against given decisions as a result of Certification Committee and inspection results, delivered to QA Technic, subject of objection is transferred to agenda of Complaint and Appeal Assessment Committee by CEO.
- 5.8. Discussion date of issue related with appeal, name and CV's of complaints and appeal committee members are notified to interested party for their confirmation and interested parties can participate to the meeting in case of their request. If there is any appeal to one of the complaint and appeal members, only if there is a valid reason, by complaint owner, one of associate members of complaint and appeal members is included to committee. Curriculum vitae's of committee members are re-confirmed. The issue is evaluated by committee and meanwhile, opinion of expert can be applied in case of requirement. Expert whose opinion will be asked, need to have at least 3 years Lead auditor experience and had to conduct at least 3 audits. Committee gives an exact decision in 15 days following the receipt of appeal by QA Technic. The decision is given by majority of votes.
- 5.9. Complaint and Appeal Committee's decision is declared to organisation/individual who are appeal owner, and management representative in writing and filed.
- 5.10. Interested unit and management representative evaluates received informations statistically and bring forward these assessments to agenda of Management Review Meetings.
- 5.11. Decisions are taken by Complaint and Appeal Committee in the nature of solution and indisputable. In case that decision of this committee found insufficient by complaint or appeal owner, referral of issue to German Courts announced to interested party.
- 5.12. The individual who is the owner of complaints or appeal and subject of complaint / object should be kept as confidential. It has to be assured that both parties do not face to each other. Evaluation period should be declared to both sides depending on the type of complaint or appeal. It should be paid attention that period shouldn't exceed the 15 days
- 5.13. Result related with the issue should be announced to the party who is subject of complaint or appeal and the complaint / appeal owner. All of records should be conserved. The status of the complaint is followed-up via File-maker software programme.
- 5.14. Following the receipt of complaint or appeal, QA Technic should confirm whether the complaint or appeal is related with certification activities which are under the responsibility of QA Technic, or not.
- 5.15. If the received complaint is related with certified client, effectivity of certified management system's should be considered while investigation of complaint.
- 5.16. Complaint should be directed to mentioned client by QA Technic within appropriate time period and follow up of issue is performed QA Technic Management Representative.
- 5.17. In case that the customer suffer from a loss and the client is acknowledged to be right about complaints, professional liability insurance will be stepped in.

Prepared By
MR – Özlem YILMAZ

Approved By
CEO - Latif Murat YILMAZ



MANAGEMENT OF DISAGREEMENTS, COMPLAINTS AND DISAPPROVAL PROCEDURE

5.18. QA Technic gives a decision together with client and owner of complaint about subject of complaint and would it be available for public or not, if it is decided to be available for public, what will be the extent of availability.

6.0. RELATED DOCUMENTS

- PR-05 Management Review Procedure
- PR-03 Corrective and Preventive Activity Procedure
- FR-23 Customer Complaints Follow up Form
- FR-09 Corrective and Preventive Activity Follow up Form
- FR-36 Certification Committee Operation Form
- FR-37 Committee Members Confidentiality Agreement
- Filemaker

7.0 REVISION STATE

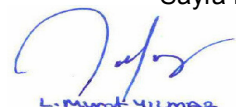
Revision Date	Revision No	Revised clause number	Explanation
15.03.2012	00		Generation of the procedure
27.12.2013	01	5.1-5.13-6.0	Information related with File-maker has been added.
12.02.2016	02		Logo has been changed

Prepared By
MR – Özlem YILMAZ

Approved By
CEO - Latif Murat YILMAZ

PR-06


Özlem Yılmaz


L. Murat YILMAZ

Sayfa No: 4/4