

	<b>COMPLAINT AND APPEAL PROCEDURE</b>	Document Code	BQP.11
		Release Date	01.08.2012
		Revision No	03
		Revision Date	01.03.2021
		Page	1/3

## 1. PURPOSE

This procedure is aimed at obtaining complaints and appeals and determining the methods and responsibilities to be applied for the evaluation and decision making.

## 2. DEFINITIONS

**Complaint:** A person or organization expresses dissatisfaction with ASCERT with regard to its activities, with the expectation of an answer.

**Appeal:** Request for reconsideration of the decision of the client organizations from ASCERT.

## 3. APPLICATION

### 3.1. General

**3.1.1.** Complaints and Appeals may be made in writing or verbally.

**3.1.2.** ASCERT is responsible for resolving complaints and Appeals and for making decisions at all levels of decision-making and decision-making.

**3.1.3.** Complaints and appeals are recorded by the field personnel in the Complaint and Appeal Form and forwarded to the Management Representative.

**3.1.4.** It is confirmed by the Management Representative that the complaint and Appeal is related to the conformity assessment services provided.

**3.1.5.** If it is determined that the complaint and appeal are related to the provided conformity assessment services, the Management Representative will review the complaint within maximum seven (7) business days.

**3.1.6.** If the complaint and appeal are about the people who run this procedure, the complaint will be followed and concluded by other personnel assigned with the guarantee that it is independent from the subject in the direction of their responsibilities.

### 3.2. Complaints

**3.2.1.** The complaints received and confirmed to be justified may be about the applications of ASCERT or the compliant customers.

**3.2.2.** If the complaint is about completing the complaint, the complaint will be notified in writing by the Management Representative.

**3.2.3.** The customer is required to provide written information about the complaints made or to be made about the complaints made within seven (7) business days maximum.

**3.2.4.** Information received is reviewed by the Management Representative. On the basis of the complaint, a visit to the customer organization is made if necessary and it can be checked whether records relating to the complaint are kept on a regular basis.

<b>Prepared by</b> <i>Management Representative</i>	<b>Approval</b> <i>General Manager</i>

	<b>COMPLAINT AND APPEAL PROCEDURE</b>	Document Code	BQP.11
		Release Date	01.08.2012
		Revision No	03
		Revision Date	01.03.2021
		Page	2/3

**3.2.5.** The complaints received and confirmed to be justified are forwarded to the Complaints and Appeal Committee for evaluation.

### **3.3. Appeals**

**3.3.1.** In principle, ASCERT has adopted an appeal to the appeals, evaluation, decision making and non-discrimination against appeal.

**3.3.2.** Concerning conformity assessment services; conformity assessment reports, conformity assessment staff, content of conformity assessment, etc. appeals may be made in writing or verbally by the relevant customers.

**3.3.3.** Appeals that are received and confirmed to be justified are forwarded to the complaints and appeal committee for evaluation.

### **3.4. Assessment of complaints and appeals**

**3.4.1.** The complaints and appeals committee meets every complaint and Appeal affirmed to ASCERT and confirmed to be true.

**3.4.2.** Complaints and appeals shall be assessed by the complaints and appeal committee within fifteen (15) business days maximum and shall be binding.

**3.4.3.** The Complaints and appeals committee shall make the relevant complaints and appeals valid and investigate. For this purpose, the complaints and appeals are assessed by the complaints and appeals committee and the action to be taken is taken.

**3.4.4.** Decisions of the complaints and appeals committee shall be taken by a vote of unity.

**3.4.5.** The decision of the complaints and appeals committee is final.

### **3.5. Corrective Actions**

**3.5.1.** In accordance with the evaluation results of the complaints and Appeals, the corrective actions recommended / determined as necessary are initiated.

**3.5.2.** Follow-up to all corrective actions initiated by the Management Representative.

### **3.6. Informing Related Parties**

**3.6.1.** ASCERT will notify the complaint or appeal in writing of the Appeal and, if possible, the complaint, the information to proceed, and the complaint or appeal at the latest one month after the date of the complaint and appeal.

**3.6.2.** All appeals and complaints to ASCERT are strictly confidential and in no case will be disclosed to third parties.

**3.6.3.** If necessary, ASCERT identifies with the client and the complainant whether the complaint and its resolution will be made available to the public and, if so, what scope it will be given.

<b>Prepared by</b> <i>Management Representative</i>	<b>Approval</b> <i>General Manager</i>

	<b>COMPLAINT AND APPEAL PROCEDURE</b>	Document Code	BQP.11
		Release Date	01.08.2012
		Revision No	03
		Revision Date	01.03.2021
		Page	3/3

#### 4. RELATED DOCUMENTS AND REFERENCES

BQF.53 Appeal and Complaint Evaluation Form

#### 5. REVISION INFORMATION

Rev. Date	Rev. No	Item No	Rev. Descriptions
01.02.2016	01	-	TS EN ISO / IEC 17020 Standard requirements added
15.10.2016	02	-	TS EN ISO / IEC 17021-1: 2015 requirements added
01.03.2021	03	-	

<b>Prepared by</b> <i>Management Representative</i>	<b>Approval</b> <i>General Manager</i>