



RESOLVING COMPLAINTS PROCEDURE

1. PURPOSE AND SCOPE

To fully explain the methods followed in the Laboratory of Sastek Uygunluk Değerlendirme Hizmetleri San. Ve Tic. A.Ş. to examine the complaints received from the customer, to initiate corrective actions when necessary, to observe the quality of the test results, to effectively improve the quality of service, to constitute data for improvement and development studies.

2. DEFINITIONS

Complaint: It is the dissatisfaction reported to the laboratory by any person or organisation regarding the activities or results of Sastek A.Ş. Laboratory, which is expected to be answered.

Disagreement: Failure to agree on the practices of Sastek A.Ş. Laboratory.

Recommendation: It is an opinion put forward to solve a problem.

Declaration: All kinds of complaints, objections, suggestions.

3. RESPONSIBILITY

Management Representative

Laboratory Manager

4. APPLICATION

4.1. General

4.2. Receiving Complaints

4.1.1. Upon receipt of a complaint in writing, verbally, by e-mail or on the Sastek website, Sastek A.Ş. Laboratory verifies whether the complaint is related to the laboratory activities under its responsibility, and if so, it deals with the complaint. Otherwise, the complainant is notified of this situation.

4.1.2. When Sastek A.Ş. Laboratory receives a complaint, it is responsible for gathering and verifying all information necessary to validate the complaint and collects this information.

4.1.2. Wherever possible, Sastek A.S. Laboratory notifies the complainant of its acceptance of the complaint and provides the complainant with the progress and outcome of the complaint.

4.1.4. The results to be notified to the complainant are prepared, reviewed and approved by the person/people who are not involved in the laboratory activities subject to the complaint. For this purpose, complaints related to the management system are prepared, reviewed and approved by the Management Representative, and decisions on complaints related to the Laboratory are prepared, reviewed and approved by the Assistant General Manager.

4.2.1. Customer Complaints About Service Quality

If a customer complaint comes to the laboratory on issues such as communication with the customer, delivery of test reports to the customer, the customer is directed to the Management Representative by the complainant. The Management Representative fills in the Complaint-Suggestion Form for the customer or the Management Representative fills it in himself/herself and records it. The Management Representative evaluates the complaint and ensures that the action to be taken is decided.

4.2.2. Customer Complaints about Test Quality

4.2.2.1. For the processing of objections and / or complaints to the test reports showing the test results of Sastek A.Ş.'s Laboratory test results, the Management Representative fills in the Complaint-Suggestion Form or the Management Representative fills in and records it himself. The Management Representative processes each objection / complaint / suggestion and its status on the Complaint-Suggestion Tracking Form.

4.2.2.2. The Laboratory Manager holds a meeting with the Laboratory Supervisor about the complaint and in this meeting,



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decides whether the complaint is related to the laboratory and the responsible individuals and complaint evaluation issues related to the evaluation of the issue, determining the actions and taking the decision that the complaint has been resolved. Every situation related to complaints is recorded with the Complaint-Suggestion Form.

4.2.2.3. The complaint is evaluated by the Management Representative. If non-conformity is detected, action is taken according to the "Control of Inappropriate Work Procedure". As a result of the evaluation, the issues that do not require test repetition are notified to the customer in writing or by e-mail with the reason.

4.2.2.4. When it is necessary to repeat the test, a meeting is held with the participation of the Laboratory Manager (with the Management Representative if necessary) and the customer on the date notified after the necessary arrangements are made according to the "Customer Service Procedure". The customer is informed about the standard, test method and devices used in the tests.

4.2.2.5. In case of any disagreement during the test repetition made by the customer together with the Laboratory Manager and the laboratory Supervisor, the issue is reported to the senior management. If it is decided to continue the process, the decision is recorded by the Management Representative on the Complaint-Suggestion Form. In case of objection to the reported result again, the test is repeated in another laboratory (preferably accredited) to be agreed with the customer, and a decision is made according to the result. The test fee is covered by the wrong party.

4.2.2.6. In the event that the test results are different in the re-tests performed; Considering the effect of the same test on other services to which the same test is applied, procedures are applied according to the "Procedure for the Control of Inappropriate Work" and "Quality Control Procedure".

4.2.2.7. The laboratory is responsible for the decisions taken in the entire complaints handling process. The maximum feedback period to the customer is 15 days from the end of the decisions and activities. Records related to complaint feedback are kept in the annex of the form.

4.2.3. Complaints Received Through Official Institutions, Accreditation Institutions and Other Related Parties

4.2.3.1. Complaints received in this way are handled by senior management, the Management Representative and the laboratory Manager.

4.2.3.2. The process is initiated by the Management Representative by taking into account the impartiality issue in Article 4.1.4. with the Complaint-Suggestion Form.

4.3.3. The relevant organisation is informed in writing about the solution.

4.3. Resolution of Complaints and Informing the Customer

4.3.1. In the resolution of all complaints received by Sastek A.Ş. Laboratory, if necessary, a "Corrective Action Form" is opened and the root cause of the complaint is resolved according to the "Corrective Action Procedure". The customer is informed in writing or verbally about the status of the complaint and each stage of the activities carried out and the official end of the complaint, taking into account the impartiality issue in Article 4.1.4. and the complaint is followed up by the Management Representative.

4.3.2. Records on customer complaints are analysed by the Management Representative and the current situation is determined for setting targets for customer complaints and evaluated within the framework of the "Management Review Procedure".

4.3.3. All records of customer complaints are kept by the Management Representative according to the "Records Control Procedure".

4.4. Complaint Resolution Process

4.4.1. The handling of complaints is accessible to any interested party who requests it and this procedure, including the complaints procedure, is published at www.sastek.com.tr.