



PROCEDURE FOR THE MANAGEMENT OF COMPLAINTS AND APPEALS

1. PURPOSE and SCOPE

The purpose of this procedure is to define the process required to resolve objections and complaints received from customers and other interested parties.

This procedure covers all processes from the receipt of the objection or complaint from the customer and other interested parties to its finalization.

2. DEFINITIONS

Complaint: An expression of dissatisfaction from any person/institution to the inspection body or accreditation body.

Objection: It is the request of the applicant, candidate or a person or organization receiving the service to reconsider a decision taken in the relevant processes.

3. RESPONSIBILITIES

The Inspection Management Representative is responsible for receiving, processing, monitoring and recording appeals and complaints,

The Inspection Manager and Inspection Staff are responsible for forwarding the incoming complaints and objections to the Inspection Management Representative and conducting the necessary investigations if assigned,

The Complaints and Appeals Committee is responsible for conducting the necessary examinations, evaluations and making objective decisions regarding the relevant objections and complaints by observing the principles of impartiality, independence and confidentiality,

The General Manager is responsible for the formation of the Appeals and Complaints Committee and for monitoring that the evaluation and decision process is carried out in accordance with the organization's policies and objectives and confidentiality requirements.

4. APPLICATION

4.1. Receiving the Complaint and Appeal Application

Sastek takes into account the complaints and objections made by any person or institution/organization regarding inspection-related activities, staff, procedures, customer's activities within the scope of inspection, etc. and evaluates them in confidentiality.

The said procedure is kept open to public access on the website www.sastek.com.tr.

All kinds of objections and complaints that may be related to inspection activities can be made by mail, fax, hand or via e-mail via www.sastek.com.tr web address or verbally. Objections and complaints are recorded by the Inspection Management Representative with the **MF.20 Complaint Objection Application and Evaluation Form**, recorded in the **MF.21 Complaint and Objection Tracking Form** and followed up. SASTEK staff who receive the objections and complaints received by other staff shall forward this issue to the Inspection Management Representative. If the objection and complaint is related to the Inspection Management Representative, it is the responsibility of the Inspection Management Representative to forward the matter to the General Manager. In this case, the General Manager assigns a staff member to follow the objection/complaint process.

It is examined whether the complaint/objection is related to inspection activities. If it is relevant, the complaint or objection is recorded and the process is initiated and the complainant/objector is notified in writing within 3 (three) days that the process has been initiated.

4.2. Evaluation of Appeals/Complaints and Notification of Decision

The Inspection Management Representative collects and verifies all information about the complaint/appeal to the extent possible.



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The collection, verification, evaluation (if necessary) of all information regarding the complaint / appeal, including corrective and preventive actions; It is carried out by the Inspection Management Representative. The result of the evaluation is notified to the addressee in writing within 30 (thirty) days at the latest. The complainant/appellant may object in writing to the decision notified to them in writing within 30 (thirty) days. Overdue objections are not taken into consideration.

A Complaint and Appeal Committee consisting of at least 3 (three) people is formed by the General Manager regarding the objection/complaint. The Committee shall be registered in the **MF.29 Complaints and Appeal Committee Members List** by signing the **MF.30 Complaints and Appeal Committee Appointment and Agreement Form**.

At least one of the members of the Committee shall be selected and appointed from those with legal education. Committee members shall be selected from the person(s) who are not subject to objection/complaint.

In order to ensure conflict of interest, those who have provided consultancy services to a client or who are employed by a client shall not be assigned to review or approve the resolution of that client's complaint or appeal for a period of 2 (two) years after the consultancy or employment ends.

After the **Complaints and Appeals Committee** decides on the objection/complaints, following the approval of the **General Manager**, the **Inspection Management Representative** shall notify the complainant/appellant in writing of the outcome and completion of the complaint/appeal as soon as possible. Regarding all decisions taken by the complaint and objection committee, in case there is no reconciliation between the parties, the place of settlement is the Ankara courts of the Republic of Turkey.

Complaints and objections are analyzed and reported by the Inspection Management Representative and presented at mid-term meetings and management review meeting.

At all stages of the process from the receipt of the objection and complaint to its finalization, the persons whose opinions are received must act in accordance with the principle of impartiality and must not discriminate against the owner of the objection or complaint. Persons who will take part in this process must also protect the principle of confidentiality.

Evaluation of the objection/complaint, initiation of the necessary Regulatory Preventive Actions according to **MP.09 Corrective and Preventive Action Procedure**, closure, implementation results, etc. the follow-up of the process, including stages such as, is carried out by the Inspection Management Representative.