



## PROCEDURE OF EVALUATION OF COMPLAINTS AND OBJECTIONS

### 1. PURPOSE AND SCOPE:

This procedure aims to determine a method for the written or verbal objections and complaints regarding the conformity assessment process, Sastek's documents, practices, employees and the activities of the certified customer and the product it certifies, and covers the procedures and principles of these actions.

### 2. DEFINITIONS:

**Complaint:** A customer's verbal or written dissatisfaction with product certification activities, practices and practices of other customers certified by Sastek, or with Sastek on any matter other than an objection.

**Objection:** It is the customer's request for Sastek to reconsider the decisions taken by Sastek on matters concerning them.

**Disagreement/dispute:** Failure to reach an agreement between Sastek and the customer within the scope of Product Certification activities.

### 3. RESPONSIBILITIES:

- Implementation of this procedure;
- Management Representative,
- Product Certification manager,
- Complaints and Appeals evaluation committee
- The General Manager is responsible.

### 4. APPLICATION:

#### 4.1. General:

**4.1.1.** This Complaints and appeals assessment procedure established within the scope of conformity assessment is published on Sastek's website ( [www.sastek.com](http://www.sastek.com) ) for access without request and restriction.

**4.1.2.** Sastek reviews, investigates and adjudicates appeals and complaints with complete impartiality and confidentiality in a manner that does not lead to discriminatory treatment.

**4.1.3.** The staff subject to the objection and complaint in Sastek and cannot take part in its examination, investigation and conclusion.

**4.1.4.** Complaints and objections and the related committee decisions and results are discussed at the Management Review meeting.

**4.1.5.** Complaints about Sastek's service quality may come in writing or verbally as a result of customer surveys. Customer satisfaction is also measured in this context.

#### 4.2. COMPLAINTS:

##### 4.2.1. Complaints about Sastek's services;

- Employees and office services, communication
- Audit, inspection-experiment, inspection
- Audit Team



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- Collaborating laboratory
- Misuse or incorrect use of the document and logo
- The chamber or professional organization of which the customer is a member
- It can be focused on consumers who benefit from the product.

**4.2.2.** Relevant persons or organizations may submit their complaints to Sastek using the “Complaint and Objection form”. If the complaint is made verbally, the relevant person fills out the relevant form according to the information received and forwards it to the Product Certification Manager.

**4.2.3.** Product Certification Manager determines the focus of the complaint according to its nature. If it is understood that the complaint is caused by employees and office services, communication; audit, inspection, inspection test, inspection, inspection team, cooperation, laboratory, etc., the complaint is examined, processed and the result will be announced within 3 (three) working days by the Management Representative.

**4.2.4.** Collects, verifies, examines and evaluates all kinds of information and documents related to the complaint together with the Management Representative, and determines the corrective and preventive actions to be taken. Informs the General Manager, obtains approval, implements the necessary activities and notifies the complainant in writing within 1 (one) month.

**4.2.5.** If it is understood that the complaint is caused by the product performances of the certified organization; It is notified to the relevant person together with a copy of the complaint form and is requested to provide written information within 7 (seven) days about the arrangements made or to be made.

**4.2.6.** The information and documents received from the relevant person are sent to the complainant in writing after the evaluation of the Management Representative and the General Manager.

**4.2.7.** If the person concerned notifies in writing that the person is not satisfied with the information received and insists on the complaint within 30 (Thirty) days from the date of the information provided to the person concerned; the matter is included in the agenda of the meeting of the Complaints and Objections Evaluation Committee.

**4.2.8.** The Committee examines all kinds of information, documents and justifications, and if necessary, depending on the importance of the complaint, it notifies the complainant in writing of the decision it has taken as a result of its evaluation by listening to the complainant and / or the expert of the subject, provided that they do not participate in the vote.

**4.2.9.** The complainant may seek judicial remedy for this decision. In this case, T.C. Ankara courts are authorized.

**4.2.10.** Assigns other personnel to examine and investigate the complaints that the General Manager, Certification Manager and/or Management Representative is the subject of.

**4.2.11.** If the complaint is related to the certified customer and concerns legal requirements, the customer shall inform the relevant authorities including TURKAK.

**4.2.12.** Complaints about the certified customer;

Use of the document and logo outside the specified scope,

- Misuse of TÜRKAK's logo,



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- In cases where the customer comes from the chamber or professional group of which the customer is a member, corrective action is requested within maximum 7 days. Corrective action is requested to be closed within 15 days. If the result is negative, the certificate is suspended for 1 (one) month. If the result is the same again, the certificate is canceled.
- If there is a justified complaint of the relevant parties benefiting from the customer product; a special audit can be carried out within one month. Corrective action may be requested within maximum 1 (one) month. If the result is negative, the certificate may be suspended for 1 (one) month and if it is still negative, the certificate may be canceled.

**4.2.13.** The effectiveness of corrective and preventive actions requested from the customer upon complaint is evaluated in subsequent audits such as surveillance and document renewal.

**4.1.14.** If it is deemed necessary to provide information to the public about the subject of the complaint and its resolution; whether or not information will be provided, and if so, its scope will be determined together with the complainant and the customer.

### **4.3. Objections:**

**4.3.1.** Written or verbal objections may be made by an relevant person and/or companies on the following issues. The relevant form is used for objections. Verbal objections are recorded on the form by the relevant personnel and forwarded to the Management Representative.

- To the audit team
- To the laboratory to be cooperated with
- Conduct of the audit (Unethical behavior etc.)
- Inspection and test result (Not using appropriate method, etc.)
- Nonconformities, observations or recommendations determined in the audit

**4.3.2.** The Product Certification manager examines whether the subject of the objection is within the scope of its activities. If it is relevant, The Product Certification manager records the objection and initiates the process and the Management Representative notifies the objector within 3 (three) working days in writing that the process has been initiated. Objections not related to the field of activity shall be answered within 15 (fifteen) working days at the latest.

**4.3.3.** Collects, examines and evaluates all information related to the objection and determines the corrective and preventive actions to be taken if necessary. Collects, examines and evaluates all information related to the objection and determines the corrective and preventive actions to be taken if necessary. Informs the General Manager, obtains General Manager's approval, carries out the activities and notifies the objector in writing within 1 (one) month at the latest.

**4.3.4.** The personnel subject to the objection and those working in the audit team cannot participate in the actions to be taken regarding objections, including corrective and preventive actions.

**4.3.5.** The appellant may appeal the final decision of Sastek in writing within 30 (Thirty) days from the date of notification of the result. In case of exceeding the time limit, the objection will not be taken into consideration and the situation will be notified in writing with the reason.



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**4.3.6.** The appeal is forwarded to the Grievance and Appeals Evaluation Committee for consideration. The Management Representative calls the committee to a meeting, the committee makes the necessary evaluation and takes a decision by majority.

**4.3.7.** The decision of the Committee shall be notified to the addressee in writing within 15 (Fifteen) days. The objector may apply to the judiciary against the decisions of the committee. In this case, T.C. Ankara courts are authorized.

**4.3.8.** The client may object to the audit team and the cooperating laboratory in writing or orally. The objection is assessed in the context of the objectivity, independence and consistency of the audit. If the objection is justified, the necessary changes are made with the approval of the General Manager and the customer's confirmation is requested again. If the objection is not found to be appropriate or if the customer approves the change, the matter is placed on the agenda of the complaints and objections evaluation committee and the customer is notified in writing.

### **4.4. Customer Satisfaction:**

**4.4.1.** The verification of the service provided by Sastek and customer expectations are measured by filling out and evaluating the "Customer Satisfaction" questionnaire after the service is performed. The customer can fill out the questionnaire form published on Sastek's ([www.sastek.com](http://www.sastek.com)) website at any time. After the service is completed, the questionnaire is sent to the customer by e-mail. Customers can submit their written or verbal satisfaction and suggestions at any time.

**4.4.2.** Information received from the customer regarding satisfaction and suggestions other than the questionnaire is recorded on the relevant form and reviewed by the management representative. If the dissatisfaction is justified, corrective and preventive action is taken and the relevant person is informed.

**4.4.3.** In the Customer Satisfaction Questionnaire, each question is prepared to be scored between 1-10 points and very bad-very good. Each question is evaluated the same and an investigation is initiated by the management representative for issues below 5 (five) points. If an error is found in the application, 'Corrective and Preventive action' is initiated and the customer is informed about the process.

**4.4.4.** Within the scope of customer satisfaction and suggestions; visit reports, minutes, surveys, complaints, corrective actions initiated during the service delivery process are used as data in the evaluation of customer satisfaction.

**4.4.5.** The management representative analyzes the data, prepares a report and discusses it at interim meetings and at the management review meeting.

**4.4.6.** According to the results of the analysis, it is evaluated whether the quality targets have been achieved and new quality targets are created in the basis of this data.

**4.4.7.** All information obtained within the scope of customer satisfaction is used to improve the services provided by Sastek to its customers.