

1. PURPOSE AND SCOPE

The purpose of this procedure is to determine the evaluation principles of objections and complaints from organizations or related parties regarding TS EN ISO IEC 17020 Management System certification and inspection activities in **AYMAK ULUSLARARASI GÖZETİM SURVEY LTD.ŞTİ.**

All relevant units and documents are covered by the Inspection Management System.

2.APPLICATION DETAIL:

OBJECTION: It is defined as a request of the customer providing the conformity assessment subject to the conformity assessment body or accreditation body to re-evaluate the decision taken by the organization on the subject.

COMPLAINT: It is defined as a request by any person or organization to a conformity assessment body or accreditation body to indicate dissatisfaction with the conformity assessment body's operations, where the request anticipates a response other than an objection.

AYMAK ULUSLARARASI GÖZETİM SURVEY LTD.ŞTİ. has clearly clarified how it will analyze objections and complaints submitted to it in the following definitions and has made it accessible to website visitors through the web.

2.1. Evaluation of Objections:

Only **AYMAK ULUSLARARASI GÖZETİM SURVEY LTD.ŞTİ.**'s management, office, Inspection Personnel or inspection teams can make an objection if the decisions or applications they have taken are considered incorrect and is made by a party affected by this decision or application.

Applications made by other third parties regarding these issues are analyzed and resolved in the Evaluation of Complaints section within this procedure.

All incoming objections are recorded in the *FR.38 Objection and Complaint Evaluation Form* and kept by attaching together with their original records and documents. The recorded objection is followed up with the *FR.54 Objection and Complaint Tracking Form*.

2.2. Objections to Inspection Personnel and Inspection Team:

The relevant organization has the right to object to the inspection team or one of the team members of the inspection, or more than one, or to the Inspection Personnel assigned to the inspection. Objections received in this way are analyzed and resolved by the General Manager. Firstly, the reason for the objection of the relevant organization is learned, then it is evaluated whether the relevant organization is right about this reason and proceeds according to the result obtained. The result obtained is officially notified to the objector organization.

2.3. Situations that the customer is absolutely right:

Situations that the customer is absolutely right are as follows:

- Inspection personnel or inspection team or one of its members previously had a relationship of interest with the relevant organization (such as the same sector, trade, positions that may affect each other in the sector, previous disputes etc.),
- Disputes that the same inspection team or inspection personnel had previously lived with the same organization and the organization was right.

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After the General Manager makes his/her assessment of the objection, he/she makes his decision and conveys his/her decision to the relevant organization. If the objection continues, the objection is evaluated by the objection and complaint team and proceeds according to the decision to be made.

2.4.Objections Regarding Inspection or Other Issues:

The first main rule to be followed continuously in the handling of such objections is that they are handled by the objecting organization and by someone unrelated to the object of the objection. Objections regarding inspection services are handled by the General Manager in a way that can comply with the principle of independence, depending on the organization/customer or the subject.

The decision is made after the objections and the documents with attachments are examined and the reasons for the objection are understood. The decision is tried to be resolved by notifying all relevant parties in writing.

2.5. Actions to be Taken Regarding Objections:

All objections received will be recorded and kept in the objection file. Along with the records of the objections, any document, evidence or record obtained on this subject will be attached to the relevant file and will be kept confidential.

Since objections and organizations making objections have rights, objections will be handled within this procedure and with the aim of revealing the right, and all kinds of measures will be taken so that the actions related to the objection do not reflect negatively on the objector in his/her other actions.

The ongoing proceedings of any objector will not be handled by any personnel who are the subject of the objection until the objection is concluded, and after the conclusion of the objection, the activity related to the objection that the relevant organization is right will not be carried out by the personnel who are the subject of the objection again.

While evaluating the objections, previous objections regarding the subject of objection will be taken into consideration, the information here will be kept and reviewed as part of the evaluation.

The objector will be notified in writing of the receiving, processing and final decisions of the objections. According to the decision taken as a result of the objection (usually in cases where the objection is right), corrective action will be initiated regarding the object of objection. The General Manager is responsible for initiating such corrective action. According to the corrective action to be taken, if necessary, activities such as restriction in the appointment of personnel, further training, etc. will be carried out.

The decision taken regarding the objection will be notified in writing to all parties involved in the receiving, processing, evaluation and resolution of the objection and to all parties that will be affected as a result of the evaluation of the objection.

2.6. Evaluation of Complaints:

Complaints to **AYMAK ULUSLARARASI GÖZETİM SURVEY LTD.ŞTİ** may be related to customers for whom scope-related inspection reports have been issued, and any other issue. Complaints are sent to the main e-mail address via feedback with the *FR.38 Objection and Complaint Evaluation Form* available on our company website.

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If the complaints reach **AYMAK ULUSLARARASI GÖZETİM SURVEY LTD.ŞTİ** through the personnel, the *FR.38 Objection and Complaint Evaluation Form* is filled and conveyed to the General Manager. When the General Manager examines the complaint, **AYMAK ULUSLARARASI GÖZETİM SURVEY LTD.ŞTİ** confirms whether it is related to inspection activities and handles it.

The General Manager initiates corrective and preventive action by considering the subject and importance of the complaint. The acceptance, investigation and decision of the complaints are handled in a way that does not give rise to a discriminatory application against the objector.

2.7. Actions to be Taken Regarding the Complaint:

The General Manager informs the complainant of the activities to be carried out and the related responsibilities related to the complaint, in writing with the *FR.38 Objection and Complaint Evaluation Form*, within 1 week at the latest. The results of the activities implemented within 1 month from the date of receipt of the complaint are notified in writing to the complainant by the General Manager.

The General Manager ensures the corrective activities related to the evaluation of the complaint, the initiation of the necessary corrective action, tracking and resolution of the activity, the results of the implementation and other stages.

If the complainant does not accept the determined solutions, the complaint turns into an objection and action is taken according to the objection evaluation process.

While verifying and examining the objection and complaint, the results of previous similar objections and complaints are taken into consideration.




Information about the customer (complainants, regulators) obtained from sources other than the customer or the complainant is handled in a confidential manner, in accordance with the privacy policy of **AYMAK ULUSLARARASI GÖZETİM SURVEY LTD.ŞTİ.**

Information about a particular customer or complainant is not disclosed to a third party without the written consent of the customer or complainant. In cases where **AYMAK ULUSLARARASI GÖZETİM SURVEY LTD.ŞTİ.** is required by law to provide confidential information to a third party, the relevant customer or complainant is notified in advance about the information provided.

Complaints and Objections received are followed up periodically with the *FR.54 Objection and Complaint Tracking Form*.

Corrective actions to be taken regarding the received Complaints and Objections are recorded with the *FR.06 Corrective Action Form*.

3. RELATED DOCUMENTS:

-  FR.06 Corrective Action Form
-  FR.38 Objection and Complaint Evaluation Form
-  FR.54 Objection and Complaint Tracking Form

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