

PROCEDURE FOR THE EVALUATION OF OBJECTIONS AND COMPLAINTS

Doküman No	PR.09
Yayın Tarihi	02.01.2018
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1. PURPOSE AND SCOPE

The purpose of this procedure is to define the principles for the evaluation of objections and complaints submitted by organizations or relevant parties regarding the TS EN ISO/IEC 17020 Management System certification and inspection activities carried out by **AYMAK ULUSLARARASI GÖZETİM SURVEY LTD. ŞTİ.**

The Inspection Management System covers all relevant departments and documents.

2. IMPLEMENTATION DETAILS:

OBJECTION: A request submitted by a customer receiving conformity assessment services to the conformity assessment body or the accreditation body, seeking a re-evaluation of a decision taken by the organization regarding the subject matter.

COMPLAINT: A request expressing dissatisfaction related to the activities of a conformity assessment body, submitted to a conformity assessment body or an accreditation body by any person or organization, other than an objection, where a response is expected.

AYMAK ULUSLARARASI GÖZETİM SURVEY LTD.ŞTİ. has clearly defined how objections and complaints submitted to the company are handled, and these definitions are made publicly accessible via its website.

2.1. Evaluation of Objections:

AYMAK ULUSLARARASI GÖZETİM SURVEY LTD. ŞTİ. is responsible for all decisions taken at every stage of the process of handling complaints and objections. Objections may only be submitted by parties affected by decisions taken or practices carried out by the management, office, inspection personnel, or inspection teams of AYMAK ULUSLARARASI GÖZETİM SURVEY LTD. ŞTİ., where such decisions or practices are considered to be incorrect.

Applications submitted by other third parties regarding these matters are addressed and resolved under the Evaluation of Complaints section of this procedure.

All received objections are recorded on FR.38 Objection and Complaint Evaluation Form and are retained together with the original records and documents attached thereto. Each recorded objection is monitored using FR.54 Objection and Complaint Tracking Form.

2.2. Objections Against Inspection Personnel and Inspection Teams

The relevant organization has the right to submit an objection against the inspection team assigned for the inspection, one or more members of the inspection team, or the inspection personnel. Objections submitted in this manner are handled and resolved by the General Manager. Initially, the reason for the objection is obtained from the relevant organization, and its justification is evaluated. Actions are taken based on the outcome of this evaluation. The final decision is officially communicated to the party submitting the objection.

2.3. Cases Where the Customer Is Deemed Fully Justified:

Cases where the inspection personnel, the inspection team, or any of its members has previously had a conflict of interest with the relevant organization (such as being in the same sector, having commercial relations, holding positions that may influence each other within the sector, previously experienced disputes, etc.), as well as cases where the same inspection team or inspection personnel has previously had disputes with the same organization in which the organization was found to be justified. Following the evaluation, the General Manager renders a decision and communicates it to the

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Quality Management Representative	General Manager

relevant organization. In the event that the objection persists, the matter is submitted to the agenda of the objection and complaint committee, and actions are taken in accordance with the decision reached therein.

2.4. Objections Related to Inspection or Other Matters:

The primary fundamental rule to be continuously followed in handling such objections is that they shall be addressed by a person who has no relation to either the objecting organization or the subject of the objection. Objections related to inspection services shall be handled by the General Manager, in a manner that complies with the principle of impartiality, depending on the organization/customer submitting the objection or the subject matter concerned.

After the received objections and their attachments are reviewed and the reasons for the objection are clearly understood, a decision shall be made. The decision taken shall be communicated in writing to all relevant parties and efforts shall be made to resolve the matter accordingly.

2.5. Actions to Be Taken Regarding Objections::

All received objections shall be kept on record and retained in the objection files. Together with the objection records, all documents, evidence, or records obtained in relation to the objection shall also be attached to the relevant file and kept on record.

Based on the fact that objecting parties have legitimate rights, objections shall be handled within the scope of this procedure with the aim of identifying the rightful party, and all necessary measures shall be taken to ensure that the objection process does not negatively affect the objecting party's other ongoing or future transactions.

Any ongoing activities of an objecting party shall not be handled by any personnel who is the subject of the objection until the objection is concluded, and following the conclusion of an objection in which the relevant organization is found to be justified, the activity related to the objection shall not be carried out again by the personnel concerned.

While evaluating objections, any previous objections related to the same subject shall be taken into consideration, and the information obtained therefrom shall form part of the evaluation and be reviewed accordingly.

The receipt of objections, their processing, and the final decisions shall be communicated to the objecting party in writing. Depending on the decision taken as a result of the objection (generally in cases where the objection is found to be justified), corrective actions shall be initiated regarding the subject of the objection. The responsibility for initiating such corrective actions shall rest with the General Manager. Depending on the corrective action to be implemented, actions such as restrictions on personnel assignments, additional training, etc. may be carried out as necessary.

The decision taken regarding the objection shall be communicated in writing to all parties involved in the receipt, processing, evaluation, and decision-making stages of the objection, as well as to all parties who may be affected as a result of the evaluation of the objection.

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2.6. Evaluation of Complaints:

Complaints submitted to AYMAK ULUSLARARASI GÖZETİM SURVEY LTD. ŞTİ. may relate to customers for whom inspection reports have been issued within the scope of services provided, as well as to any other matters. Complaints are submitted via feedback using the FR.38 Objection and Complaint Evaluation Form available on the company's website and are received through the main corporate e-mail address.

If complaints are received by AYMAK ULUSLARARASI GÖZETİM SURVEY LTD. ŞTİ. through personnel, the FR.38 Objection and Complaint Evaluation Form shall be completed and forwarded to the General Manager. Upon review of the complaint, the General Manager confirms whether it is related to the inspection activities of AYMAK ULUSLARARASI GÖZETİM SURVEY LTD. ŞTİ. and handles it accordingly.

The General Manager initiates corrective and preventive actions by taking into account the subject and significance of the complaint. The acceptance, investigation, and decision-making processes regarding complaints are conducted in a manner that does not allow any discriminatory practices against the complainant.

2.7. Actions to Be Taken Regarding Complaints:

The activities to be carried out in relation to the complaint and the responsible parties shall be communicated in writing to the complainant by the General Manager via the **FR.38 Objection and Complaint Evaluation Form** within a maximum period of one (1) week. Within one (1) month from the date the complaint is received, the results of the actions implemented shall be communicated in writing to the complainant by the General Manager.

The follow-up of activities related to the evaluation of the complaint, initiation of necessary corrective actions, monitoring, closure, and implementation results shall be carried out by the General Manager.

If the complainant does not accept the proposed solutions, the complaint shall be converted into an objection and handled in accordance with the objection evaluation process.

During the verification and examination of objections and complaints, the outcomes of previous similar objections and complaints shall be taken into consideration.

Information regarding the customer obtained from sources other than the customer or the complainant (such as complainants or regulators) shall be handled in accordance with the confidentiality principle, consistent with the policy of **AYMAK ULUSLARARASI GÖZETİM SURVEY LTD. ŞTİ.**

Information relating to a specific customer or complainant shall not be disclosed to any third party without the written consent of the relevant customer or complainant. In cases where **AYMAK ULUSLARARASI GÖZETİM SURVEY LTD. ŞTİ.** is legally required to provide confidential information to a third party, the relevant customer or complainant shall be notified in advance regarding the information disclosed.

The monitoring of received complaints and objections shall be carried out periodically using the **FR.54 Objection and Complaint Tracking Form**.

Corrective actions to be implemented in relation to received complaints and objections shall be recorded using the **FR.06 Corrective Action Form**.

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