



## MANAGEMENT OF DISAGREEMENTS, COMPLAINTS AND DISAPPROVAL PROCEDURE

### 1.0. OBJECT

Determination of evaluation basis of complaints and appeals received from organisations / customers, other districts and relevant parties regarding conducted system certification and training activities of QA Technic.

### 2.0. SCOPE

This procedure includes complaints and appeals received from organisations / customers, other districts and relevant parties regarding conducted system certification, training and Certification Committee decisions of QA Technic.

### 3.0. RESPONSIBILITIES

Complaints and Appeal Assessment Committee, CEO, Management Representatives, System Certification Manager are responsible for implementation of this procedure.

### 4.0. DEFINITION

4.1. **Complaints:** In case that any application received from the companies / individuals related with performance, procedures and policies, internal and exterior auditors regarding certification, inspection and audit activities of QA Technic, presence of improper behaviours, addresses, tensions of audit team could be arisen during the audit about inspection services realised companies and/ or certified companies.

4.2. **Appeal:** It is case that decision given by Alberk QA related with any individual/ foundation or organisation.

4.3 **Complaint and Appeal Assessment Committee:** Complaint and Appeal Assessment Committee is composed of members who are independent from certification decision makers and audit team members. Complaint and Appeal Assessment Committee is composed of members who are knowledgeable regarding the field of complaint (not being a complainant). This committee is not generated by utilization of external resources since it is not possible to take over the responsibility of the decisions.

### 5.0. APPLICATION

5.1. All kinds of appeal and complaints could be related with system certification, training services conducted by QA Technic or about certification committee decisions, are recorded by management representatives. QA Technic gets complaint or appeal, responsible from the gathering of all required informations and verification of them to make the complaint valid. Complaints received from referred parties could be passed onto management representative via fax-e-mail-filemaker software programme. Complaints which have been transferred to several people withi Office are uploaded into File-maker programme via clicking "add customer complaint" button. Uploaded data is transferred to the related file-maker screen of department manager by management representative so process would be initiated accordingly

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QATECHNIC takes over the responsibility for all decisions at all levels of the complaints-handling process.

Submission, investigation and decision on complaints do not result in any discriminatory actions against the complainant.

- 5.2. Complaints could be communicated to management representative via fax-email-file-maker. Complaints received by another personnel is able to communicate complaint via clicking "add customer complaint" button.. Uploaded complaint is directly transferred to the related part where quality management representative has access; so that complaint handling-process would be initiated.
- 5.3. Complaints received from the customers regarding running of services in QA Technic or complaints received from other parties (ultimate consumer), related with activities of the company, are recorded with Customer Complaints Follow up Form and announced to related parties that complaint is received. Then, it is assessed at most within 1 week considering previously received similar complaints and if the Corrective and Preventive Activity is required, it is started. This activity results are delivered to complaint holder within at most 2 weeks in writing depending on solution method. If the activity is not concluded within 2 weeks, enlightenment about status and completion period of the activity is implemented to customer in writing. If the results regarding to activity are not found satisfactory, subject of objection is taken to agenda of Complaint and Appeal Assessment Committee by CEO. Complaint and Appeal Committee will be established from at least 3 person who are experts in their fields and will be selected by Management Representative depending on status of appeal. Prior to resolution of case, Confidentiality agreement is signed by Committee members.
- 5.4. People will be selected to the committee, are chosen considering complaint and appeal subject, and impartiality principles. Complaint and Appeal Committee is obtained depending on the type of appeal. Impartiality committee will assess them by investigating their impartiality. Complaint and Appeal Assessment Committee have full independence in decisions. The committee can not be prejudiced by any authorised person.
- 5.5. Decision taken by the committee, is sent to related party at most in 15 days after meeting date. Recordings belong to complaints are concluded as a result of running of corrective and preventive activity procedure, are kept by management representative and one copy of customer complaint follow up form is sent to CEO prior to management review meeting. As a result of complaint or appeal, if any application including all of the activities of QA technic is required, required application would be started by management representative.
- 5.6. When the customer complaints related with nonconformities in the quality system of certificated client, reached to the QA Technic, announced to organisation in writing and a feedback related with the arrangements regarding occurred complaints, requested at most in 2 weeks. Received informations are evaluated by CEO. Depending on the significance of complaint, an audit can be performed to organization or the organisation's records regarding customer complaints, are checked to see whether it is regularly recorded or not during audit which is performed at normal audit time.

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- 5.7. When the appeals againts to given decisions as a result of Certification Committee and inspection results, delivered to QA Technic, subject of objection is transferred to agenda of Complaint and Appeal Assessment Committee by CEO.
- 5.8. Discussion date of issue related with appeal, name and CV's of complaints and appeal committee members are notified to interested party for their confirmation and interested parties can participate to the meeting in case of their request. If there is any appeal to one of the complaint and appeal members ,ony if there is a valid reason, by complaint owner, one of associate members of complaint and appeal members is included to committee. Cirriculum vitae's of committee members are re-confirmed. The issue is evaluated by committee and meanwhile, opinion of expert can be applied in case of requirement. Expert whose opinion will be asked, need to have at least 3 years Lead auditor experience and had to conduct at least 3 audits. Committee gives an exact decision in 15 days following the receival of appeal by QA Technic. The decision is given by majority of votes.
- 5.9. Complaint and Appeal Committee's decision is declared to organisation/individualwho are appeal owner, and management representative in writing and filed.
- 5.10. Interested unit and management representative evaluates received informations statistically and bring forward these assessments to agenda of Management Review Meetings.
- 5.11. Decisions are taken by Complaint and Appeal Committee in the nature of solution and indisputable. In case that decision of this committee found insufficient by complaint or appeal owner, referral of issue to German Courts announced to interested party.
- 5.12. The individual who is the owner of complaints or appeal and subject of complaint / object should be kept as confidential. It has to be assured that both parties do not face to each other. Evaluation period should be declared to both sides depending on the type of complaint or appeal. It should be paid attention that period shouldn't exceed the 15 days
- 5.13. Result related with the issue should be announced to the party who is subject of complaintor appeal and the complaint / appeal owner. All of records should be conserved.The status of the complaint is followed-up via File-maker software programme.
- 5.14.Following the receival of complaint or appeal, QA Technic should confirm whether the complaint or appeal is related with certification activities which are under the responsibility of QA Technic, or not.
- 5.15If the received complaintis related with certified client, effectivity of certified management system's should be considered while investigation ofcomplaint.
- 5.16Complaint should be directed to mentione client by QA Technic within appropriate time period and follow up of issue is performed QA Technic Management Representative.
- 5.17 In case that the customer suffer from a loss and the client is acknowledged to be right aboutcomplaints, professional liability insurance will be stepped in.

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5.18. QA Technic gives a decision together with client and owner of complaint about subject of complaint and would it be available for public or not, if it is decided to be available for public, what will be the extent of availability.

### 6.0. RELATED DOCUMENTS

- PR-05 Management Review Procedure
- PR-03 Corrective and Preventive Activity Procedure
- FR-23 Customer Complaints Follow up Form
- FR-09 Corrective and Preventive Activity Follow up Form
- FR-36 Certification Committee Operation Form
- FR-37 Committee Members Confidentiality Agreement
- Filemaker

### 7.0 REVISION STATUS

Revision Date	Revision No	Revised clause number	Explanation
15.03.2012	00		Generation of the procedure
27.12.2013	01	5.1-5.13-6.0	Information related with File-maker has been added.
13.05.2016	02	-	Company logo is updated
12.10.2016	03	4.3- 5.1- 5.3	Definition of Complaint and Appeal Assessment Committee has been made. Definition of discrimination has been made. Definition regarding "previously received complaints" has been made.

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