


# APPEAL AND COMPLAINT MANAGEMENT PROCEDURE

Document Number	E_PR-14	Release Date	02.01.2024	Prepared	Management Representative	
Page Number	1/2	Revision Date / Number	--/00	Approver	General Manager	

## 1. AIM

complaints , disputes or objections received from organizations or interested parties regarding the certification activities carried out by our organization .

## 2. RESPONSIBLE PERSONS

The Complaint Evaluation and Objection Committee, General Manager, Management Representative, and Certification Manager are responsible for the implementation of this procedure.


## 3. DEFINITIONS AND ABBREVIATIONS

- 3.1. Objection:** Request by the relevant party to re-evaluate Denetik's decision regarding the decisions taken by Denetik in its certification activities or regarding any organization or person.
- 3.2. Complaints:** These are the negativities that arise from organizations or other interested parties regarding Denetik's performance, procedures , policies and all employees serving on its behalf regarding the certification activities of Denetik and the activities carried out within the scope of the certificate related to the company it certifies.

## 4. APPLICATION

- 4.1.** Denetik are recorded by the Management Representative using the Objection and Complaint Form and evaluated within 1 week at the latest. Objections and complaints can be sent to Denetik through the following methods:
- via the e-mail form that appears by clicking the "contact" button on the home page ,
  - Objections and Complaints' form that appears is filled out. By sending it to Denetik ,
  - [info@denetik.com](mailto:info@denetik.com),
  - By calling +90 (216) 471 29 69.
- 4.2.** The results of the evaluation are notified to the complainant in writing within 2 weeks at the latest. If the activity is not completed within 2 weeks, the customer is informed in writing about the situation and the completion time of the activity.
- 4.3.** If the results of the activity are not found satisfactory by the relevant parties, the complaint is brought to the agenda of the Complaint and Objection Evaluation Committee by the Management Representative. The decision of the Committee is sent to the relevant party within 15 days after the meeting date.
- 4.4.** Denetik and originate from non-conformances in the management system of certified organizations are notified to the organization in writing and information is requested from the organization regarding the arrangements it has made/will make regarding the complaint made, within 2 weeks at the latest. The information received is evaluated by the Management Representative, an audit may be conducted in the organization based on the importance of the complaint, or during the audit of the organization on the normal audit date, it is checked whether the records regarding customer complaints are kept regularly.
- 4.5.** When objections to the Certification Committee decisions taken as a result of the audit activities and objections to the audit processes reach our organization, the objection issue is referred to the Complaint and Objection Evaluation Committee agenda by the Management Representative.

## APPEAL AND COMPLAINT MANAGEMENT PROCEDURE

<b>Document Number</b>	E_PR-14	<b>Release Date</b>	02.01.2024	<b>Prepared</b>	<i>Management Representative</i>	
<b>Page Number</b>	2/2	<b>Revision Date / Number</b>	--/00	<b>Approver</b>	<i>General Manager</i>	

- 4.6. The objection and complaint committee must have a minimum of 3 members.
- 4.7. The decision of the Complaint and Objection Evaluation Committee is notified in writing and filed by Denetik to the organization/person making the objection and to the Management Representative.
- 4.8. In case of objection to the decisions taken by the Complaint and Objection Evaluation Committee, the relevant party is notified that the matter should be referred to the Turkish Courts.
- 4.9. Those who evaluate the complaint should be people who are not involved in the issues that are the subject of the complaint .
- 4.10. The person making the complaint and the subject of the complaint are kept confidential.
- 4.11. The result of the complaint evaluation is notified to the complainant in writing. The subject of the complaint and whether its solution will be made public, and if so, to what extent, is determined by a written agreement between the customer and the complainant . If no agreement is reached, the relevant information will not be shared with the public.
- 4.12. All information regarding objections and complaints are recorded in the ET\_FR-03-02 Corrective Action Tracking Form.
- 4.13. Before the impartiality committee and the Management review meeting, the Certification Manager checks whether the objection and complaint list is filled in when there are complaints received.

### 5. RELATED DOCUMENTS

ET\_FR-03-02 Corrective Action Tracking Form

ET\_FR-03-01 Internal Corrective Action Form

E\_PR-03 Corrective Action Procedure

E\_EK-02 Organization Handbook