


OBJECTION AND COMPLAINT MANAGEMENT PROCEDURE

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Page Number	1/ 3	Revision Date/No	24.01.2025/01	Approved by	General manager	

1. AIM

determines the evaluation principles of 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:** A request by the relevant party to re-evaluate Denetik's decision regarding the decisions taken by Denetik in its certification activities or decisions taken regarding any organization or person.
- 3.2. Complaints:** These are the negative issues 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 the company it certifies, and the activities it carries out within the scope of the certificate.
- 3.3. Dispute:** Situations where the objection is decided not to be justified despite the objection and situations where an appeal is made to a higher court.
- 3.4. Objection and Complaint Evaluation Committee:** This committee is appointed by the General Manager and consists of at least 3 people. It evaluates the ongoing objections to the certification activities and the decisions taken as a result of these activities and the activities regarding the complaints and makes the final decision at Denetik .

4. APPLICATION

4.1. Complaints

- 4.1.1.** Complaints can be submitted to Denetik via email , website, or verbally by phone. Each written or verbal complaint is recorded by the Management Representative on the Corrective Action Tracking Form .
- 4.1.2.** complainant that the complaint has been received, via phone or e-mail , using the contact information provided within two (2) business days, and processes the Internal Corrective Action Form notification.
- 4.1.3.** by the Management Representative by filling in the relevant sections of the Corrective Action Follow-up Form and the Internal Corrective Action Form .
- 4.1.4.** Complaint If it is not related to the activities for which Denetik is responsible, the Complaining Party is notified in writing and the activity is terminated.
- 4.1.5. the complaint is about Denetik's activities or employees;**
- I. will collect and evaluate the information and documents necessary to validate and investigate the complaint within seven (7) business days , determine the actions to be taken and the responsible parties, and record them on the Corrective Action Tracking Form. The person(s) subject of the complaint will not be assigned to the resolution phase of the complaint.
- II. the complaint by the Management Representative and the planned completion date is notified to the complaining party in writing within 7 (seven) business days at the latest from the date the complaint is received, and the necessary actions are initiated.
- 4.1.6. the complaint is related to the Certification Activities for which Denetik is responsible or its Customers;**

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Document Number	E_PR-14	Broadcasting Date	02.01.2024	Preparer	Management Representative	
Page Number	2/ 3	Revision Date/No	24.01.2025/01	Approved by	General manager	


Complaints about certified organizations should first be made directly to the relevant organization and if the complaint cannot be resolved, it should be sent to Denetik. a complaint must be filed.

- I. The Management Representative refers the Internal Corrective Action Form to the Certification Manager and the procedures are carried out by the Certification Manager.
- II. the complaint involves customer complaints arising from non-conformities in the organization's Management System, the situation is notified to the relevant organization in writing and information is requested from the organization regarding the arrangements it has made/will make regarding the Complaint within 7 (seven) business days .
- III. The complaining party is informed in writing about the actions taken/to be taken by the organizations regarding the complaint within 3 (three) business days.
- IV. A short-term audit can be carried out in the organization based on the importance of the complaint and the activity carried out/to be carried out, or the activities and records related to the complaint can be checked.
- V. Activities are finalized and submitted to the General Manager within 60 (sixty) days from the date of the complaint.
- VI. The General Manager monitors the activities and provides his/her opinion on them in the explanation section of the Corrective Action Tracking Form. The Management Representative reports the work performed and its results to the relevant parties in writing.
- VII. will contact the Complainant to verify whether the outcome is satisfactory. The feedback received will be noted on the Corrective Action Tracking Form and the Internal Corrective Action Form. If the outcome is deemed satisfactory by the Complainant, the action will be closed.
- VIII. If the Activity performed is deemed inadequate, the Complaining Party is informed of its right to object to the activity and how to object.
- IX. by Denetik and the actions taken in response to these complaints are strictly confidential, and Denetik will not disclose information to third parties under any circumstances. If necessary, the complaint and its resolution may be disclosed to the public, in consultation with the Complainant and our Customers, after determining whether and to what extent the complaint will be disclosed.

4.2 Objections :

- 1.1.1. In case of objection or if the result of the activities carried out regarding the complaint is not found satisfactory by the complainant and the complaint is turned into an objection, the issue is brought to the agenda of the Objection and Complaint Committee.
- 1.1.2. the Objection and Complaint Committee are comprised of individuals other than those who make certification decisions and those who conduct audits .
- 1.1.3. Denetik is primarily responsible for all levels of decisions taken by the Objections and Complaints Committee.
- 1.1.4. The objectionist fills out the Objection and Complaint Form on the website.
- 1.1.5. If the objection is made verbally, the Internal Corrective Action Form is filled out by the Management Representative and the objection is recorded.

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Document Number	E_PR-14	Broadcasting Date	02.01.2024	Preparer	Management Representative	
Page Number	3/ 3	Revision Date/No	24.01.2025/01	Approved by	General manager	

- 1.1.6.** It notifies the objector of the receipt of the objection via telephone, fax or e-mail using the contact information specified in the Complaint and Objection Evaluation Form within two (2) business days and processes the notification in the Internal Corrective Action Form .
- 1.1.7.** by the Management Representative by filling in the relevant sections of the Internal Corrective Action Form .
- 1.1.8.** The Management Representative prepares all information, documents, and paperwork subject to the objection within seven (7) business days of the objection registration date. The objecting party is informed of the date the matter will be discussed and the names and CVs of the objection and complaint committee members. They are informed that they may attend the objection and complaint committee meeting upon request and have the right to express their opinions.
- 1.1.9.** the objecting party does not give approval, provided that a justified reason is given to the members of the Objection and Complaint Committee, an alternate member of the Objection and Complaint Committee is included in the committee.
- 1.1.10.** The Appeals and Complaints Committee reviews all information and documents related to the appeal. If necessary, it visits the appellant. Appeals and Complaints The committee shall make its final decision within fifteen (15) days of the appeal. The Meeting Form shall be signed by the Appeals and Complaints Committee participants, and the meeting shall be recorded. This decision shall also be recorded in the relevant section of the Corrective Action Tracking Form . The acceptance, investigation, and decision of appeals shall be implemented in a manner that does not lead to discriminatory treatment against the objector.
- 1.1.11.** The Management Representative shall notify the Objecting Party in writing of the results of the work performed and the decisions made by the Appeals and Complaints Committee within fifteen (15) days. If no response, positive or negative, is received from the Objecting Party within 30 (thirty) days of the notification, the Management Representative will contact the Objecting Party to verify whether the outcome is satisfactory. The feedback received will be noted on the Corrective Action Tracking Form .
- 1.1.12.** If the result is deemed satisfactory by the Objector, the activity is closed.
- 1.1.13.** In case of no agreement between the parties regarding any decision taken by the Objection Committee, the place of solution is the Istanbul Courts of the Republic of Turkey.
- 1.1.14.** All information and documents regarding Complaints and Objections and their results are reviewed at Management Review meetings.

2. 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