



MANAGEMENT OF DISAGREEMENTS, COMPLAINTS AND DISAPPROVAL PROCEDURE

1.0. OBJECT

Determining evaluation bases of complaints, disagreements or objections related to certification activities of establishments or interested parties.

2.0. SCOPE

This procedure covers complaints and appeals received from the organisations/ customers, related parties or other sectors related with system certification, training and decisions of certification committee.

3.0. RESPONSIBILITIES

Complaints and Disclaimer Evaluation Committee, CEO, Management Representatives and Product Certification Manager, System Certification Manager, Inspection Service Managers, Directive Managers, Inspection Services Technical Managers are responsible for application of this procedure.

4.0. DESCRIPTIONS

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

4.2. **Objection :** Decision for Either certification or not certification by QA Technic about any person, foundation or organisation.

4.3 **Complaints and Disclaimer Evaluation Committee:** Complaints and Disclaimer Evaluation Committee is formed that independent members who is selected in impartiality providement committee. Complain and disclaimer committee is formed by selecting the sector representatives who are not subjected to disapproval.

5.0. APPLICATION

5.1. All kinds of Objection and complains could be related with system certification, product, training services conducted by QA Technic or about certification committee decisions, are recorded by management representatives. Records related with product certification and Inspection Services scopes are recorded by product certification management representative. QA Technic receives the complain and Objection and is responsible from the gathering the all required information and verification to make the complain valid.

5.2. Regarding the applicant organisations for certification and inspection services; when disagreements are observed in company audit plan, audit date, assigned auditors / inspectors and similar cases, disagreement is soluted re-applying in related scope by system certification manager, product certification manager, inspection services manager considering the request of the company.

Receiving Objection is informed to the interested parties, it is evaluated at the latest within one week and if necessary Corrective and Preventive Actions are started and the Objection situation is solved by re-evaluated.

Prepared by
QMR

Approved by
CEO



MANAGEMENT OF DISAGREEMENTS, COMPLAINTS AND DISAPPROVAL PROCEDURE

In case of company's request for amendment in assigned auditors or inspectors for inspection services, company is required to send this request documentarily and together with its reasons. Related assessment is implemented together with its reasons and auditors or inspectors are amended.

If the activity doesn't conclude within 2 weeks, customer is informed about conclusion duration of the situation and activity in written. The results about activity, if they does not find satisfactory by the related parties, Objection subject is put on the agenda of Complaints and Objections Review Committee by chairman of the board. Complaints and Objections Evaluation Committee will be chosen as at least 3 people related to area according to condition of Objection by management representative. Committee members get Confidentiality Agreement signed by before solving event.

- 5.3.** Management Representative is recorded complaints about service which are made by the firm or interested parties at Customer Complaints Following Form and notified to interested parties which the complain is received. The complaints evaluated at latest in one week and if there is necessary the Corrective and Preventive Actions are started. Complaint subject are putted on the agenda of Evaluation Complaint Committee when the results of this action are deficient according to interested parties. Decision of committee is declared to interested party in latest 15 days. Records of concluded complaints with Corrective and Preventive Action are kept by Management Representative. A copy of Customer Complaints Following Form is sent to CEO before management review meeting. If is it necessary that the activities which includes all activities of Alberk at result of complaint, Management Representative starts necessary activity. Complaint and Objection Committee is going to be chosen as at least 3 people by the management representative, according to the complaint condition. Committee members get Confidentiality Agreement signed by before solving event.
- 5.4.** People are chosen to the committee according to the complaint and objection topic and with the respect to the neutrality rule. Complaint and Objection Assessment Committee, is determined according to the objection type. Impartiality Committee is going to be evaluated by observing their neutrality. Complaint and Objection Committee has a complete independance while taking decisions. They can not be disoriented by any authority.
- 5.5.** Decision is taken by the committee, are sent to the related parties at last 15 days after meeting date. Recordings belong to complains are handed as a result of operating the corrective and preventive actions procedure, are kept by the management representative and one copy of customer complain overview form is sent to CEO before the meeting that the form would be reviewed. As a result of complain and Objection ,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 complains related with nonconformities in the quality system of certificated client is reached to the QA Technic,the organization is informed and corrective and an informations related with

Prepared by
QMR

Approved by
CEO



MANAGEMENT OF DISAGREEMENTS, COMPLAINTS AND DISAPPROVAL PROCEDURE

preventive actions that applied/would be applied are requested in 15 days. Received informations are evaluated by CEO, depending on the significance of complain,an audit can be performed to organization or at a normal date of audit recordings related with customer complain can be checked to see its regularity during audit. Regarding the Objection s to inspection results; an inspection is realised by an authorised auditor who are competent with related subjected of inspection services At this stage, procedure which is stated at 5.3, is applied.

- 5.7. Disapprovals about the Certification Committee decisions are made according to results of audit activities are forwarded to agenda of Complaint and Objection Committee agenda by CEO.
- 5.8. Discussing subject date and the names and curriculum vitae of member of Complaint and Objection Committee are sent to interested party for confirmation. It is decelerated that the interested party could attend to meeting when it wants. If complaint owner challenges for a member of Complaint and Objection Committee without just cause, one of alternate member includes to Complaint and Objection Committee. The curriculum vitae of committee members are reaffirmed. Committee evaluates subject. It can apply thought of exper when it is necessary. These expers have to own lead auditor exprience at least 3 years and have to be audit at related sector at least 3 years. Committee makes final decision in 15 days following receiving the disapproval. Decision is made as a majority of votes.
- 5.9. Decision of Complaint and Objection Committee is declared to establishment/person which is objector and management representative in writing and filed.
- 5.10. Related unit and management representative evaluates received informations statistically and moot this evaluations at the Management Review Meetings.
- 5.11. Decisions are taken by Complaint and Objection Committee in the solution qualified and noncontestable. Descending the subject to T.C. courts when making an objection/complaint to the decisions which are made by the committee is declared to interested party.
- 5.12. The person who complains and objects and the complaint/objection subject must be private. It must be guaranteed that both sides do not meet. Evaluation time should be declared to both sides according to the type of complaint and objection. It should be paid attention that period doesn't exceed the 15 days
- 5.13. The written result should be forwarded to the subject of the complaint and objection and the complaint/objection owner. All the registers should be kept.
- 5.14. After the receipt of the complaint or objection, QA Technic should confirm whether this is related to their responsibility of certification activities or not.
- 5.15. If the complaint is taken about a certificated client, certificated management system's capability should be considered while questioning the complaint.
- 5.16. The complaint should be directed to the client certificated by Alberk Quality within an appropriate time.
- 5.17. If the customer suffer from a loss and if the client is right for its complains, professional liability insurance

Prepared by
QMR

Approved by
CEO



MANAGEMENT OF DISAGREEMENTS, COMPLAINTS AND DISAPPROVAL PROCEDURE

will be step in.

5.18. QA Technic determines together with customer and complain owner about complain subjects and would it be available for public or not, if it would be available, does the solution of this complain be available to public or not.

6.0. RELATED DOCUMENTS

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

7.0 REVISION STATUS

Revision Date	Revision No	Overhauled Clause	Explanation
15.03.2012	00		Generation of the procedure

Prepared by
QMR

Approved by
CEO