



COMPLAINT AND APPEAL PROCEDURE

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| Document No. | PRS.SUM.10 |
| Publication Date | October 24, 2008 |
| Revision No. | 14 |
| Revision Date | 02.01.2023 |
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1. AIM

The purpose of this procedure is to establish the criteria for evaluating suggestions, complaints, and objections from relevant parties regarding the conformity assessment activities carried out by TCS, within the framework of legal regulations, other relevant legislation, and supporting documents, in accordance with ISO/IEC 17021-1, ISO/IEC 17020, and ISO/IEC 17065 standards.

2. SCOPE

It covers complaints and objections related to conformity assessment activities.

3. RESPONSIBILITIES

The General Manager, the Appeals Committee, Management Representatives, relevant department managers, and all TCS personnel involved with appeals and complaints are responsible for the implementation of this procedure.

4. DEFINITIONS

Complaint : An expression of dissatisfaction communicated to TCS regarding services provided by TCS, distinct from an appeal against a decision made in a conformity assessment activity.

Objection : This is a request from the organization for TCS to reconsider its decision regarding the service provided and the subject matter.

Appeals Committee: This committee is authorized to impartially evaluate and decide on appeals from customers or stakeholders regarding TCS's activities.

Technical personnel include technical managers, technical regulatory officers, directive managers, technical experts, inspection personnel, and certification committee members involved in conformity assessment activities.

5. APPLICATION

TCS Certification is responsible for all decisions made at all levels of the complaint and appeal process.

Complaints, objections, and suggestions can be submitted to TCS Certification via email to info@tcscert.com, by phone to +90 216 573 5553, by fax to +90 216 573 8801, or through **the FRM.ORT.005 Complaint, Objection, and Suggestion Form** available on the TCS website. **Complaints/objections and suggestions submitted verbally are recorded by the Management Representative or relevant TCS personnel using the FRM.ORT.005 Complaint, Objection, and Suggestion Form**. Information regarding the progress of the complaint process is entered into the FRM.SÜM 46 Complaint, Objection Tracking Form, and this form is used to track the process. It is monitored.

Personnel involved in the evaluation and/or decision-making stages of handling complaints or appeals are completely independent of the subject of the complaint or appeal, but must be full-time employees of TCS. TCS does not outsource decisions made within its organization. If necessary, the relevant committee may obtain technical support from external sources. TCS will not assign personnel (including those in management positions) who have previously provided consultancy services to a client or who were employed by a client to review or approve any complaints or appeals of that client for a period of two years following the termination of the consultancy or employment.

All complaints and objections received are evaluated without any discriminatory practice against any individual or institution. This procedure is publicly available and accessible at www.tcscert.com.

TCS Certification is responsible for gathering and verifying the necessary information to approve a complaint or appeal.

Complaint Sources:

- ✓ Complaints arising from TCS's activities during the application process. (Complaints regarding the receipt of applications, complaints regarding the issuance of offers, complaints regarding contact personnel, etc.)
- ✓ Complaints arising from activities performed by technical personnel during conformity assessment (conduct of conformity assessment, behavior of technical personnel, scope, duration, methodology of conformity assessment, exam questions and answers, certification decisions, etc.)
- ✓ Complaints arising from activities carried out by TCS after the conformity assessment (accounting activities, certificate delivery, etc.)
- ✓ Complaints from third parties regarding TCS's practices and/or the individuals and organizations it has certified.

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objection :

- ✓ Appeals against decisions made by TCS based on applications submitted by customer organizations/individuals,
- ✓ Objections to the assignment of technical personnel prior to conformity assessment,
- ✓ Appeals against the findings and decisions of technical personnel during/after the conformity assessment,
- ✓ Appeals against a decision made following a complaint regarding TCS services,
- ✓ Appeals against a decision made following an objection regarding TCS services.

5.1. Handling Complaints

5.1.1. After receiving a complaint, the Management Representative and the relevant Department Manager investigate whether the complaint is related to activities carried out by TCS.

5.1.2. If the complaint is not related to TCS activities, the complainant will be provided with written information by the Management Representative.

5.1.3. If the complaint relates to TCS activities or to personnel working within TCS, the Management Representative, together with the relevant Department Manager, will decide on the risk and approach to be taken for evaluating the complaint.

If the complaint involves the identification of a situation that causes a systematic error within the operations and poses a serious risk in a way that violates TCS's Impartiality, Independence, and Confidentiality policies, at least three individuals independent of the complainant who can assess the subject of the complaint will be invited to evaluate it and make a decision. If the complaint does not include the situations listed in the previous sentence, the Management Representative and Department Manager will investigate and determine the necessary actions to resolve the complaint. Decisions and actions taken in both cases are recorded using **the FRM.ORT.005 Complaint, Appeal, and Suggestion Form**. Unless otherwise requested, the complainant will be informed in writing of the outcome of the complaint evaluation within 7 days. If the complaint was submitted with a specific deadline requested for a response from the institution/organization, that deadline will be taken into account for the written notification.

5.1.4 The Management Representative records the evaluations made regarding the complaint **in the FRM.ORT.005 Complaint, Appeal and Suggestion Form**. **Within the form, a decision may be made to initiate Corrective/Preventive Action as a result of the evaluation; if such a decision is made**, the action is followed up with Corrective/Preventive Action in accordance with **the PRS.SUM.03 Corrective and Preventive Action Procedure**.

5.1.5 After the investigations initiated regarding the complaint are completed, the complainant will be informed in writing by the Management Representative.

5.1.6 The customer's approval of the activity performed is recorded using **the FRM.ORT.005 Complaint, Objection and Suggestion Form**.

5.1.7 If the customer is not satisfied with the service provided, the matter is reported to the appeals committee by the Management Representative using **the FRM.ORT.005 Complaint, Objection and Suggestion Form**, and **the customer is informed in writing**.

5.1.8. Complaints regarding certified organizations are received as described above and evaluated by the Management Representative.

5.1.9 If deemed necessary for certified organizations, a brief notification audit is conducted in accordance with the relevant department's procedures for conformity assessment activities.

5.2. Handling Appeals

5.2.1 The time limit for accepting an appeal is 30 days from the date of the decision that is the subject of the appeal.

5.2.2 After receiving an objection, the Management Representative and the relevant Department Manager investigate whether the objection relates to decisions made by TCS.

5.2.3 If the objection is not related to decisions made by TCS, the objector will be informed in writing by the Management Representative.

5.2.4 If the objection concerns decisions made by TCS, the Management Representative shall notify the objection committee of the matter using **the FRM.ORT.005 Complaint, Objection and Suggestion Form** and provide the objector with written information regarding the matter.

5.2.5 The members of the Appeals Committee shall be selected by the General Manager or the Management Representative from among external individuals not directly involved in the matter under appeal, taking into account their area of expertise regarding the relevant issue, and shall consist of at least 3 members. The General Manager

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and full-time office staff may not be assigned to the Appeals Committee. They may serve as secretaries in the Appeals Committee. The Committee may seek expert opinions when necessary during its evaluation of the matter. The date on which the matter will be discussed and the names and biographies of the Appeals Committee members will be communicated to the relevant party for confirmation, and they will be informed that they can attend the meeting if they request it. If the appellant objects to one of the Appeals Committee members with a justifiable reason, changes will be made to the Appeals Committee. The biographies of the committee members will be reconfirmed.

Those assigned to the committee will be required to sign the "FRM.SÜM.96 Impartiality Committee/Appeals Committee Member Confidentiality Agreement".

5.2.6 The appeals committee shall convene within 15 days at the latest to consider and review the appeals.

5.2.7 If necessary, the appeals committee may obtain information and assistance from experts on the subject and/or the parties involved in the dispute. The appeals committee shall render its decision within a maximum of one week, record its decision on **the FRM.ORT.005 Complaint, Appeal and Suggestion Form**, and notify the Management Representative.

5.2.8 The customer or parties will be informed in writing about the decision taken and the activity to be carried out within a maximum of 7 days.

5.2.9 The Management Representative initiates corrective action regarding the planned activity, and its follow-up is carried out in accordance with **the PRS.SUM.03 Corrective and Preventive Action Procedure**.

5.2.10. After the corrective action is taken, the complainant will be informed in writing by the Management Representative and feedback will be requested. The review and evaluation mentioned above will be completed within 30 days of the notification of the complaint.

5.2.11 If the appellant is not satisfied with the decision and actions taken by the Appeals Committee, they have the right to appeal to the TCS a second time. The TCS allows the appellant to appeal the decision, ensuring that this appeal is reviewed by an independent person or persons who have no prior connection to the decision but possess sufficient knowledge and experience on the subject.

If the complainant is still not satisfied after being notified of the outcome of the action, TCS will inform the complainant of their existing legal rights and the time limits for exercising those rights.

5.2.12 If TCS Certification does not approve or implement the decision of the Appeals Committee, this matter will be added **to the LST.SUM.02 Risk Analysis Table** and evaluated by the General Manager.

5.2.13 The appellant may resort to legal remedies if necessary. No information regarding the work and correspondence included in this procedure will be disclosed to any third party or institution other than TURKAK, the relevant ministry, and the Turkish Courts.

5.2.14. TCS may conduct a demo complaint/objection process for conformity assessment activities that have not received any complaints/objections for at least one year, provided that this is feasible.

5.2.15 All documents and records specified in this procedure are maintained as quality records according to **the PRS.SÜM.02 Records Control Procedure**.

5.3. Evaluating Negative Feedback from Customer Satisfaction Surveys

At the end of each month, the FRM.SUM.101 Customer Satisfaction Survey Forms received by TCS Certification during that month are evaluated by the Management Representative. A "+" sign is placed in the "PROCESSED" field on the evaluated surveys by the Management Representative.



If the survey results in a "Poor" rating, the Management Representative will contact the company the same day to inquire about the reason for the company's dissatisfaction. Based on this information, they will fill out the "FRM.ORT.005 Complaint, Objection and Suggestion Form" and record the complaint number on the "FRM.SUM.101 Customer Satisfaction Survey Form". The complaint will then be considered for evaluation.

6. RELATED DOCUMENTS

FRM.SUM.96 Impartiality Committee / Appeals Committee Member Confidentiality Agreement

FRM.ORT.005 Complaint, Appeal and Suggestion Form

LST.SUM.02 Risk Analysis Table

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