COMPLAINTS AND APPEALS ASSESSMENT PROCEDURE

1. Revision History

Rev. No	Date of Rev.	Definition of Rev.	Reason of Rev.
21	22.6.2020	Arrangements have been made.	Improvement
20	3.6.2020		
19	16.3.2020		
18	6.12.2019		
17	25.10.2019		
16	21.6.2019		
15	2.11.2017	Items 8.1, 8.2, 8.3 and 8.4 were revised.	ISO/IEC 17025 requirements were added
14	7.8.2017	ISO IEC 17021-1 was defined in section 5. Updated version of related standard and directive were referred in section 2 and 3. It was defined under article 8, the structure of appeal committee was defined in TL.03 document.	General internal audit for QMS (Dated 3-4 August). DF-2017-151
13	21.7.2017	Structure ande member of committe and decision method were defined.	MYK rules. (MYK Audit Guide Annez 1 Programmed Audits Control Form article 2.3.1 - DDB-D.F01.rev 00).
12	27.5.2016	Professional Competence Institution, Exam Measurement, Evaluation and Certification Regulation was referred. Article 8.2, 8.3, 8.4 were revized.	Preparetion for Accreditation Scope of Professional Competence
11	2.12.2015	It is adopted acording to PR.01.	Revision of document control procedure. Establishment of QMS software.

2. Related Standards, Guide Documents and Laws:

Code	Title
OIC/SMIIC 2:2019	Conformity Assessment Requirements for Bodies Providing Halal Certification
EN ISO/IEC 17020	Conformity assessment - Requirements for the operation of various types of bodies performing inspection
EN ISO/IEC 17025	General requirements for the competence of testing and calibration laboratories
EA-2/17	EA Document on Accreditation for Notification Purposes
OIC/SMIIC 1:2019	General Requirements for Halal Food
EN ISO/IEC 17024	Conformity assessment -- General requirements for bodies operating certification of persons
EN ISO/IEC 17065	Conformity assessment -Requirements for bodies certifying products, processes and services
TS EN ISO/IEC 17021-1	Conformity assessment- Requirements for bodies providing audit and certification of management systems- Part 1: Requirements

3. Related Directives / Regulations

Code	Title
2000/14/EC	Directive Related Noise Emission In The Environment By Equipment For Use Outdoors
2014/33/EU	Lift Directive
2014/68/EU	Pressure Equipment Directive
2014/29/EU	Simple Pressure Vessel Directive
(EU) 920/2013	COMMISSION IMPLEMENTING REGULATION (EU) No 920/2013 of 24 September 2013 on the designation and the supervision of notified bodies under Council Directive 90/385/EEC on active implantable medical devices and Council Directive 93/42/EEC on medical devices
2007/47/EC	DIRECTIVE 2007/47/EC OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 5 September 2007 amending Council Directive 90/385/EEC on the approximation of the laws of the Member States relating to active implantable medical devices, Council Directive 93/42/EEC concerning medical devices and Directive 98/8/EC concerning the placing of biocidal products on the market
2016/426/EU	REGULATION (EU) 2016/426 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 9 March 2016 on appliances burning gaseous fuels and repealing Directive 2009/142/EC
25684	
2016/425/AB	
2006/42/EC	Machinery Directive
MYK	Professional Competence Institution, Exam Measurement, Evaluation and Certification Regulation
2014/34/AB	
(EU) 2017/745	REGULATION (EU) 2017/745 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 5 April 2017 on medical devices, amending Directive 2001/83/EC, Regulation (EC) No 178/2002 and Regulation (EC) No 1223/2009 and repealing Council Directives 90/385/EEC and 93/42/EEC
30898 SVGM: 2019/7	SANAYİ VE TEKNOLOJİ BAKANLIĞINCA ONAYLANMIŞ KURULUŞLARIN GÖREVLENDİRİLMESİ İZLENMESİ VE DENETLENMESİNDE ESAS ALINACAK TEMEL KRİTERLER TEBLİĞİ
92/42/EC	Boiler Efficiency Directive
93/42/EEC	Medical Device Directive
305/2011/EC	Construction Product Regulation

4. Related Internal Documents:

Code	Title
TL.03	

5. Aim and Scope

The purpose of this procedure is to determine the evaluation principles of the suggestions, complaints and objections of the relevant parties related to the conformity assessment activities carried out by SZUTEST, within the framework of the legal regulations, other relevant legislation and auxiliary documents *, according to the ISO / IEC 17021-1, ISO / IEC 17020, ISO / IEC 17065, ISO / IEC 17024, ISO / IEC 17025, OIC / SMIIC standards and Vocational Qualifications Authority, Examination, Measurement, Evaluation and Certification Regulation.

*Medical Devices Regulation for medical devices (93/42 EC, 2007/47 / EC), regulation 920/2013 and other legal regulations and auxiliary documents (standards, NBOG, MEDDEV, GHTF, IMDRF, etc.), other relevant documents are stated under the title RELATED LEGISLATION, STANDARDS AND GUIDANCE DOCUMENTS of this procedure.

6. Definitions

Complaint: It is an expression of dissatisfaction sent to SZUTEST concerning the services provided by SZUTEST, different from an appeal to the decision taken in a conformity assessment activity.

Appeal: Request of the institution for the re-examination of the resolution adopted by SZUTEST in relation to the subject.

Appeal Committee: The committee which is authorized to impartially assess and resolve the appeals received from customers or parties related to SZUTEST activities.

Conformity Assessment; It is the demonstration that specified requirements relating to a product, process, system, person or body are fulfilled, and they are the conformity assessment (audit, inspection, testing, exam, surveillance, certification, etc.) methods SZUTEST carries out.

Technical Personnel; The personnel who carry out conformity assessment activities, are technical manager, technical regulation responsible, directive manager, inspection personnel, inspection staff, lead auditor, auditor, technical expert/auditor, exam maker, test responsible, sampling responsible, certification committee members, Islamic Issues Specialist and decision-makers.

7. Responsibilities

General Manager, Appeal Committee, Quality Manager, related Department Managers and all SZUTEST personnel related to appeals and complaints are responsible for the implementation of this procedure.

8. Method

In the handling of complaints or appeals, personnel who carries out an assessment or passes resolution is elected amongst the persons who are fully independent of the complaint or appeal subject; however, he/she must be full-time employees of SZUTEST. SZUTEST does not subcontract the decisions taken. When necessary, the relevant committee can provide technical information support from outside. SZUTEST does not appoint his own personnel who provided consultancy to its customer or employed by its customer (including those in manager position) in review or approval of solution of any complaints or appeals of such customer for two years following termination of such consultancy or employment. Appeal Committee establishment and working principles are defined in TL.03 Appeal Committee Assignment and Working Instructions.

8.1 Sources of Appeals ;

- Appeals made against decisions of SZUTEST according to an application made by client organization/personnel
- Appeal made against the appointment of technical personnel before conformity assessment.
- Appeals made against the findings and decision of technical personnel during/after conformity assessment.
- Appeals made against the decisions of complaints relevant to SZUTEST services.
- Appeals made against the decisions of appeal relevant to SZUTEST services

8.2. Sources of Complaint ;

- Complaints arisen from the activities carried out by SZUTEST during the application process (Complaints related to the receipt of the application, complaints related to the offer submitted, complaints about the contact personnel, etc.).
- Complaints due to the activities carried out by technical personnel during the conformity assessment (performing the conformity assessment, behaviors of technical personnel, scope, duration, and method of conformity assessment, exam questions and answers, certification decisions, etc.)
- Complaints arising after conformity assessment activities of SZUTEST (accounting activities, certificate delivery, etc.)
- Complaints received from relevant third parties related to SZUTEST's applications and/or organizations/personnel that are certified.

8.3. Handling of Complaints

8.3.1. Suggestions and complaints from the customer person, organization and/or related parties regarding SZUTEST services are being recorded with the FR.02 Complaint, Appeal and Suggestion Form, which is available on the SZUTEST website, in electronic media or are recorded with the FR.02 Complaint, Appeal and Suggestion Form by the Quality Manager or the relevant SZUTEST Personnel.
8.3.2. After receipt of the complaint, the Quality Manager and the relevant Department Manager inquires the complaint to verify whether it is related to the activities performed by SZUTEST or not.
8.3.3. If the complaint is not related to SZUTEST activities, written information is provided to the complaint-holder by the Quality Manager.
8.3.4. If the complaint is related to the activities of SZUTEST or the personnel working in SZUTEST, the Quality Manager decides with the relevant Department Manager which way will be followed for the risk and evaluation of the complaint. If the complaint involves the determination of a situation that causes a systematic error within the activities and if a serious risk is detected that does not comply with the SZUTEST Impartiality, Independence and Confidentiality policies, A Complaint and Appeals Committee, with at least 3 persons independent of the complaint, is invited and asked to evaluate the complaint and make a decision. It is ensured that at least one member of the committee is an Islamic Issues Expert in case of complaints and objections regarding Halal Certification decisions. If the complaint does not include the situations listed in the previous sentence, the Quality Manager and Department Manager investigate the actions to be taken to resolve the complaint and determine the necessary actions. In both cases, decisions and actions are recorded with the FR.02 Complaint, Objection and Suggestion Form. Unless otherwise requested, written information is sent to the complainant about the evaluation result of the complaint within 7 days. If the complaint is submitted through the institution/organization on a certain deadline, the relevant period is taken into account for written information.
8.3.5. If a complaint is received about a person above the authority level of the Quality Manager (Example: about the General Manager) or a formation, at least 3 people who are completely independent of the relevant persons are invited from the Complaint and Objection Committee to evaluate this complaint. The assessment is carried out as described in point 8.3.4 of this procedure.
8.3.6. The Quality Manager records the evaluations made regarding the complaint in the FR.02 Complaint, Appeal and Suggestion Form. As a result of the evaluation in the form, it may be decided to initiate a Corrective / Preventive Action. If such a decision is taken, the action is followed up with a Corrective / Preventive Action in accordance with the PR.09 Corrective and Preventive Actions Procedure.

8.3.7. After completion of the works initiated for complaint, written information is given by the Quality Manager to the complainant.
8.3.8. Approval of customer on the activity carried out is recorded with the FR.02 Complaint, Appeal and Suggestion Form.
8.3.9. If the customer is dissatisfied with the activity carried out, the issue is notified by the Quality Manager with FR.02 Complaint, Appeal and Suggestion Form to the appeal committee and written information is provided to the customer.
8.3.10. Complaints made to SZUTEST about customer persons/organizations are received as stated above. They are evaluated by the Quality Manager.
8.3.11 If deemed necessary for certified organizations, a short notice audit is performed in accordance with the procedures of the relevant department for conformity assessment activities.
8.3.12 If a complaint is received about the certified personnel, the certified person is informed about the complaint. If necessary, the complainant is expected to provide evidence related to the subject of the complaint. Within 10 (ten) days from the date of the complaint, written defense of the complaint (with evidence, if any) is requested from the certified personnel. The defense is evaluated by SZUTEST. As a result of the evaluation, if it is determined that the certified person is wrong, the certificate is canceled and the complainant is informed about the issue. If the result of the evaluation indicates that the certified person is right, the use of the certificate continues and the complainant is informed about the issue in writing.

8.4. Handling of Appeals Appeals

8.4.1. Appeals from the customer and/or related parties regarding SZUTEST decision are recorded with the FR.02 Complaint, Appeal and Suggestion Form, which is available on the website, in electronic media or are recorded with the FR.02 Complaint, Appeal and Suggestion Form by the Quality Manager or the relevant SZUTEST Personnel. Appeals are accepted 30 days after the notification date of Szutest decision.
8.4.1.1. The acceptance period for appeals from the relevant customer and/or related parties in Personnel Certification activities is 7 days from the date of the decision subject to appeal.
8.4.2. After receipt of the appeal, the Quality Manager and relevant Department Manager inquire the appeals to verify whether they are related to the decisions adopted by SZUTEST or not.
8.4.3. If the appeal is not related to the decisions adopted by SZUTEST, then written information is provided by the Quality Manager to the appeal holder.
8.4.4. If the appeal is related to the decisions adopted by SZUTEST, then the Quality Manager notifies the issue to the appeal committee with the FR.02 Complaint, Appeal and Suggestion form and provides written information to the appealer.
The evaluation study of the relevant appeal in the Appeals Committee is carried out in accordance with the TL.03 Appeal Committee Determination and Working Instruction Rules.
8.4.5. The Appeal committee convenes in order to evaluate the appeals not later than 15 days and discusses the issue.
8.4.6. If necessary, the appeal committee may receive information and help from experts in the field and/or parties in dispute. The Appeal committee takes the decision not later than one week and records the decision taken in the FR.02 Customer Complaint, Appeal and Suggestion Form and notifies the Quality Manager.
8.4.7. The customer or parties are informed in writing within 7 days at the latest regarding the decision taken and the activity to be carried out.
8.4.8. Corrective action is initiated by the Quality Manager regarding the activity to be carried out, and its follow-up is carried out in accordance with the PR.09 Corrective and Preventive Actions Procedure.
8.4.9. After the Corrective Action is carried out, written information is given to the appealer by the Quality Manager and feedback is requested. The above-mentioned review and evaluation are concluded within 30 days from the notification of the appeal.
8.4.10. If the appealer is not satisfied with the decision taken by the appeal committee and the activity carried out, he has the right to appeal to SZUTEST for a second time. SZUTEST allows the appealer to appeal against the decision and ensures that this objection is examined by a person or persons who have no previous relationship with the decision in question, but who have sufficient knowledge and experience on the subject and can act independently. When the result of the activity is notified to the appealer, if the appealer is still not satisfied, SZUTEST notifies the appealer of the existing legal rights and the periods for using these rights.
8.4.11. The appealer can take legal action when necessary. No third party organizations or persons can be informed about the studies and correspondence in this procedure other than the Accreditation Bodies (TÜRKAK, HAK, etc.) * for which SZUTEST has accreditation, relevant ministries *, institutions/organizations authorized (Vocational Qualifications Authority, etc.) * and Turkish Courts.

* The information is given to be the Institution/Organization to which the appeal is related.
8.4.12 SZUTEST can carry out the demo complaint / appeal process related to conformity assessment activities that have not received any complaints/ appeals within at least one year, provided that it is applicable.