COMPLAINTS AND APPEALS ASSESSMENT PROCEDURE

A) DOCUMENT APPROVALS

No	Definition	Action	Approved By	Date
1	Document approved	Approval	Nurgül Çınar	05.02.2026
2	Translation approved	Approval	Çağla Tufanç	03.02.2026

B) REVISION HISTORY

No	Definition	Reason	Approval Date	Release Date
33	Article 8.3 Handling of Complaints has been detailed.	GAC Assessment Nonconformity (CAPA 2025-837)	05.02.2026	05.02.2026
32	Clause "8.3. Handling of Complaints" has been detailed, the procedure has been generally reviewed.	CAPA No 2025-792	06.11.2025	06.11.2025
31	Article 5. Aim and Scope has been arranged.	İyileştirme	28.08.2025	28.08.2025
30	The title of Quality Department Quality Coordinator has been added.	Improvement	04.04.2025	04.04.2025
29	Appeal duration is added for Medical Department.	To eliminate the lack of rules by ensuring integrity between documents.	21.07.2023	21.07.2023
28	Article 8.3.13 is documented and a notification rule is added for the Medical Department.	The revision is carried out within the scope of MDD - 2/2 ~ 2023-41 CAPA (Internal audit).	11.05.2023	11.05.2023
27	The process for appeals received within the scope of IECEx activities has been defined.	IECEx Authorization Assessment Report NCR4 / CAPA No 2023-77	05.05.2023	05.05.2023
26	Since complaints, appeals, suggestions and information requests have been tracked through the IQMemo software Feedback Module as of 01.03.2023, the procedure has been harmonized with the IQMemo software.	Use of IQMemo software Feedback Module as of 01.03.2023	23.03.2023	23.03.2023
25	Transferred to IQMemo program.	Switching to new program	04.02.2023	04.02.2023

5. Aim and Scope

The purpose of this procedure is to determine the evaluation principles of the information requests, suggestions, complaints and appeals 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 accreditation standards and authorization legislations.

Externally sourced documents are stated under the title of “External Document” in the Definitions tab in the QMS software.

6. Definitions

Complaint: It is an expression of dissatisfaction sent to SZUTEST concerning the services provided by SZUTEST.

Appeal: Request of the institution for the re-evaluation 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. The Appeal Committee is composed of members who have previously evaluated appeals, and members may also be selected to form a committee when an appeal is received.

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: Technical manager, technical regulation responsible, technical expert, inspection personnel, inspection engineer, lead auditor, auditor, technical expert/auditor, exam maker, test responsible, sampling responsible, certification committee members, Islamic Issues Expert and decision-makers who are involved in conformity assessment activities.

QMS software: Quality Management System Software

IQMemo Feedback Module: A software module where complaints, appeals, suggestions and information requests received from related parties are recorded and followed up.

Planning Responsible: It is the person who follows the determination of the decisions and the actions taken within the department during the Feedback (Complaint, Appeal, Suggestion, Information Request) stages and records the results to IQMemo. It generally consists of Department Manager / Unit Manager and/or Department Quality Coordinator and/or SZUTEST Personnel appointed by the Quality Manager/Q.Quality Coordinator when necessary.

Q.Quality Coordinator: Quality Coordinator who works in the Quality Department.

7. Responsibilities

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

8. Method

Personnel involved in the evaluation and/or decision-making phases of handling complaints or appeals must be fully independent of the subject of the complaint or appeal and he/she must be full-time employees of SZUTEST. SZUTEST does not subcontract the decisions taken. When necessary, the relevant appeal 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 determination and working principles are defined in TL.03 Appeal Committee Assignment and Working Instructions.

8.1. Sources of Appeals;

- Appeals made against the findings and decision of technical personnel during/after conformity assessment.
- 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 Feedback (Complaint Appeal Suggestion Information Request) Form, which is available on the SZUTEST website, in electronic media or the information received by the Quality Manager/Q.Quality Coordinator or the relevant SZUTEST Personnel is recorded in IQMemo Feedback Module.

8.3.2. After receipt of the complaint, the Quality Manager/Q.Quality Coordinator inquires the complaint to verify whether it is related to the activities performed by SZUTEST or not.

8.3.3. Whether the complaint is related to SZUTEST activities is evaluated by the Quality Manager/Q.Quality Coordinator and in both cases, the complainant is informed by the

Quality Manager/Q.Quality Coordinator.

8.3.4. If the complaint is related to the activities of SZUTEST or the personnel working in SZUTEST, the Quality Manager/Q.Quality Coordinator and, if necessary, a personnel independent of the subject of the complaint decide on the course of action to be taken.

An Islamic Issues Expert is available when necessary for complaints regarding Halal Certification decisions.

The relevant Department Manager/Unit Manager for the unit/department to which the complaint is forwarded investigates the actions to be taken to resolve the complaint and determines the necessary actions. In both cases, decisions and actions are recorded in the IQMemo Feedback Module by the Planning Responsible. 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. In case of a complaint over the authority level of the Quality Manager or Q.Quality Coordinator (for example: General Manager, Deputy General Manager, etc.), at least 3 people from the top management, independent of the people who are the subject of the complaint, are invited to evaluate the complaint. The process continues as described in article 8.3.4 of this procedure.

8.3.6. The Quality Manager/Q.Quality Coordinator may decide to initiate a Corrective/Preventive Action as a result of the evaluation of activities regarding the complaint recorded by the Planning Responsible in the IQMemo Feedback Module. 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/Q.Quality Coordinator to the complainant.

8.3.8. Complaints made to SZUTEST about customer persons/organizations are received as stated above. They are evaluated by the Quality Manager/Q.Quality Coordinator.

8.3.9. 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. For organizations certified by the Medical Department, unannounced audits are carried out within the scope of the legislation related to Medical Devices.

8.3.10. 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.

8.3.11. In case of any complaint regarding product safety and performance within the scope of the activities of the Medical Department; even if no non-compliance is detected and no further action is taken by SZUTEST and the manufacturer as a result of the complaint's assessment, the Competent Authority shall be informed about the subject by SZUTEST.

8.3.12. If the complainant does not provide any feedback within 7 days of being notified of the outcome of the action, the outcome of the action will be considered as accepted. If the complainant repeats the complaint, the complainant will be notified about the exercise of their legal rights.

8.4. Handling of Appeals

8.4.1. Appeals from the customer and/or related parties regarding SZUTEST decision are recorded with the FR.02 Feedback (Complaint Appeal Suggestion Information Request) Form, which is available on the website, in electronic media or the information received by the Quality Manager/Q.Quality Coordinator or the relevant SZUTEST Personnel is recorded in IQMemo Feedback Module. The acceptance period for an appeal is 30 days from the date of the decision in question.

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.

8.4.1.2. In the activities of the Medical Department, the customer may appeal to a decision taken by SZUTEST in writing within 10 working days.

8.4.2. After receipt of the appeal, the Quality Manager/Q.Quality Coordinator and, if necessary, the relevant Department Manager/Unit 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/Q.Quality Coordinator to the appeal holder.

8.4.4. If the appeal is related to the decisions adopted by SZUTEST, then the Quality Manager/Q.Quality Coordinator notifies the issue to the appeal committee with the FR.02 Feedback (Complaint Appeal Suggestion Information Request) 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 Feedback (Complaint Appeal Suggestion Information Request) Form and notifies the Quality Manager/Q.Quality Coordinator.

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/Q.Quality Coordinator, when necessary, 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/Q.Quality Coordinator 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 appeal 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 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.

8.4.13 Within the scope of IECEx activities for which SZUTEST is authorized, a manufacturer and/or applicant may request an appeal to SZUTEST for their "rejection" or the rejection, suspension and/or cancellation of their existing certificate. If the appealer is not satisfied with the decision taken and/or the action taken as a result of the evaluation of

the appeal, they may appeal to the IEC Board of Appeal regarding the object of the appeal.

8.5. Complaint Flow Cart

It is defined in PR.04 (Process) Assessment of Complaints and Appeals.