ASSESSMENT OF COMPLAINTS AND APPEALS 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 17067	Conformity assessment - Fundamentals of product certification and guidelines for product certification schemes (ISO/IEC 17067:2013)
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	Gas Appliances Directive
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 principles of assessment of suggestions, complaints and appeals received from parties related with the subject in accordance with Standards ISO/IEC 17021-1, ISO/IEC 17020, ISO/IEC 17065, ISO/IEC 17024, ISO/IEC 17025 and Professional Competence Institution, Exam Measurement, Evaluation and Certification Regulation.

6. Definitions

Complaint: The dissatisfaction asserted by any person or institution, different than an appeal, in relation with SZUTEST activities where a respond is expected.

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

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

Conformity Assessment; Demonstration that specified requirements relating to a product, process, system, person or body are fulfilled, SZUTEST carries out audit, inspection, testing, exam as conformity assesment methods.

Technical Personnel; The personnel who carry out conformity assesment activities, are technical manager, technical regulation responsible, directive manager, technical expert, inspector, lead auditor, auditor, technical auditor, exam maker, test responsible, sampling responsible, certification commitee members and decision makers.

7. Responsibilities

General Manager, Management Representative, Appeal Committee, related Head od Departments Managers and all relevant Szutest personnel are responsible for implementation of this procedure.

8. Method

In handling of complaints or appeals, personnel who carries out assessment or passes resolution is elected amongst the persons who are fully independent of the complaint or appeal subject. Szutest do not appoint his own personnel who were provided consultancy to his customer or employed by his 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 principes are defined in TL.03 Appeal Commitee Assigment and Working Instructions.

8.1 Sources of Appeals ;

- Appeals made against decisions of SZUTEST pursuant to application made by client organisation/personnel
- Appeal made against appointment of technical personnel before conformity assesment.
- Appeals made against the findings and decision of technical personnel during conormity assesment.
- Appeals made against the desicions of complaints relevant with SZUTEST services.

8.2. Sources of Complaint ;

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

8.3. Handling of Complaints

8.3.1. Suggestions and complaints received from customers and/or related parties in relation with applications of SZUTEST are kept under record with FR.02 Customer Complaint Appeal and Suggestion form by Management Representative or relevant Szutest Personnel or in electronic media with customer complaint appeal and suggestion form created for accessing in the website.
8.3.2. After receipt of the complaint, Management Representative and relevant head of department inquires the compliant to verify that it is related with the activities performed by SZUTEST or not.
8.3.3. If complaint is not related with SZUTEST activities, written information is provided to complaint-holder by Management Representative
8.3.4. If complaint is related with SZUTEST activities, Management Representative investigates the activities which must be carried out in order to remove the complaint with the relevant head of department and provide the complaint-holder of information in 7 days with the FR.02 Complaint, Appeal and Suggestion Form.
8.3.5. Management Representative initiate the corrective action related with the complaint and the corrective action initiated is followed up according to PR.09 Corrective and reventive Action Procedure.
8.3.6. After completion of the works initiated for complaint, writen information is given by Management Representative to the complainant.
8.3.7. Approval of customer on the activity carried out are recorded with the FR.02 Complaint, Appeal and Suggestion Form.
8.3.8. If customer is dissatisfied of the activity carried out, the issue is notified by Management Representative with FR.02 Complaint and Appeal Form to appeal committee and customer is informed.
8.3.9 Complaints which are related with the customers of SZUTEST, are accepted method defined as above and evaluated by Management Representative.
8.3.10 If it's regarded neccessary short nottice on-site audit is carried out according to related conformity assesment procedure of departments.
8.3.11 If a complaint is received about certified personnel who is informed by written about complaint. It is expected to provide evidence about the complaint from the complainant, if necessary. Apologia for complaint is requested from the certified personnel (with evidence if any) in ten (10) days. Apologia is evaluated by SZUTEST. As a result of evaluation, if decided the personnel is responsible from the complaint certificate of the personnel is cancelled and the complainant is informed about evaluation result of complaint. If decided that the personnel isn?t responsible from the complaint, the validity of certificate is continued and the complainant informed about the result.

8.4. Handling of Appeals Appeals

8.4.1. Appeals received from customers and/or related parties in relation with decisions adopted by SZUTEST are kept under record with FR.02 Complaint Appeal and Suggestion Form by Management Representative or relevant Szutest personnel in electronic media with FR.02 Complaint Appeal and Suggestion Form created for accessing in the website. Appeals are accepted in 30 days after the notification date of Szutest decision.
8.4.2. After receipt of the appeal, Management Representative and relevant head of departmeny inquires the appeals to verify that it is related with the decisions adopted by SZUTEST or not.

8.4.3. If appeal is not related with the decisions adopted by SZUTEST, then written information is provided by Management Representative to the appeal holder

8.4.4. If appeal is related with the decisions adopted by SZUTEST, then Management Representative notifies the issue to appeal committee with FR.02 Complaint, Appeal and Suggestion form and provides written information to the appealer.

8.4.5. Appeal committee convenes in order to evaluate the appeals not later than 15 days and discusses the issue.

8.4.6. If necessary, appeal committee may receive information and help from experts in the field and/or parties in dispute. Appeal committee takes the decision not later than one week and records the decision taken in Customer Complaint, Appeal and Suggestion Form and notifies it to Management Representative and relevant department manager.

8.4.7. Written information is provided about the relevant customer or parties related with the decision taken and actions to be taken not later than 7 days.

8.4.8. Management Representative initiates corrective action in relation with the activity to be carried and it follow-up is done in accordance with PR.09 Corrective and Preventive Action Procedure.

8.4.9. After completion of corrective action, Management Representative provide written information to appealer and requests his feedback. The evaluation and assessment which is specified above, is finalized in 30 days after the appeal received.

8.4.10. If appealer is dissatisfied with the decision of appeal committee or actions taken, then appealer may seek the legal remedies.

8.4.11. In relation with works and communications falling under this procedure, information is only provided to TURKAK, authorized ministries and TR Courts, not any other third legal or real parties.