

Appeals Complaints and Disputes Procedure



TÜV AUSTRIA TURK – General

PRO-010

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Appeals Complaints and Disputes Procedure

Procedure Name Appeals Complaints and Disputes Procedure	Procedure Lead Objection and Complaint Committee, Quality Unit	Goals / KPI
Procedure Suppliers TÜV AUSTRIA TURK Quality Management System Users		Procedure Clients TÜV AUSTRIA TURK Quality Management System Users
Inputs Suggestion, Objection and Complaint Form	Outputs Satisfaction, solution	References EN ISO/IEC 17020 EN ISO/IEC 17021 EN ISO/IEC 17025 EN ISO/IEC 17065 <i>EN ISO/IEC 17024 – in progress</i> <i>ISO 9001:2015 – in progress</i>

Flowchart	No	Critical Activity	Description	Records	Reference	Standard
Definitions	1	Appeal, Complaint, Conflict, Dispute and Objection Complaints Committee	<p>Disagreement / Dispute: Dispute concerning decisions taken by TÜV AUSTRIA TURK regarding all services performed including all conformity assessments. The disputes and disagreements are used with the same meanings and they refer to the disagreement or disputes with our staff regarding the relevant or general conformity assessment services.</p> <p>Complaint: Written negative applications made regarding procedures, policies, services of TÜV AUSTRIA TURK, including those related to the accreditation body, related to the services provided by private or legal persons within the scope of inspection services, testing, measurement and laboratory services, automotive services, personnel, process-performance, permanent or temporary staff, activities carried out within the scope of the</p>	FRM-010a Suggestion, Complaint and Objection Form	7.5 9.7 – 9.8 4.8 7.13 9.8 - 9.9	EN ISO/IEC 17020 EN ISO/IEC 17021 EN ISO/IEC 1725 EN ISO/IEC 17065 EN ISO/IEC 17024

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Definitions			<p>documents issued by TÜV AUSTRIA TURK, or any other matter related to any subject within the scope of TÜV AUSTRIA TURK's activities.</p> <p>Objection: Written applications against the decisions taken in conformity assessment, inspection services, testing, measurement and laboratory services of private property or legal entities which are subject to TÜV AUSTRIA TURK in their respective fields within the context of automotive services, staff, product and service documentation. The only requirement for an objection is that the decision taken by TÜV AUSTRIA TURK is against the wishes of the protesting party and has not been resolved by the application for dispute.</p> <p>Objection and Complaint Committee: The group which is due to the General Manager and consists of experts from various sector representatives both inside and outside TUV AUSTRIA TURK, who do not take part in conformity assessment, inspection services, testing, measurement and laboratory services automotive services, personnel and other TÜV AUSTRIA TURK activities for solving the complaints by evaluating the situations with knowledge on the aforementioned subjects. Another inspection personnel who has not been a party of the complaint/dispute and disagreement shall give expert information on the complaint/objection. The Objection Committee consists of an independent member of the company, legal consultant of the company and non-confidential inspection staff.</p>			
Customer Satisfaction	2	Customer Satisfaction	<p>TÜV AUSTRIA TURK measures Customer Satisfaction in the activities. Customer satisfaction is assessed by the relevant Department Managers. Presented to upper management for information at YGG meetings.</p>	FRM-010b Customer Satisfaction Survey	7.5 9.7 – 9.8	EN ISO/IEC 17020 EN ISO/IEC 17021

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Customer Satisfaction			<p>Customer satisfaction is measured with FRM-010b Customer Satisfaction Survey. FRM-010b Customer Satisfaction Survey is sent to the customer with report or certificate given against the works. Non-returning customers are called by the department Operations Coordinators within 1 month and asked to fill in the 'FRM-010b Customer Satisfaction Survey' .</p> <p>'FRM-010b Customer Satisfaction Survey' consists of 3 sections and 20 questions in total, 70 and more point returns are expected.</p> <p>The Customer Satisfaction Survey measures work satisfaction on a job basis. The results of the questionnaire survey are examined by the quality unit. Part-based and company-based analysis is conducted and discussed at the Management Review meetings.</p>		<p>4.8</p> <p>7.13</p> <p>9.8 - 9.9</p>	<p>EN ISO/IEC 17025</p> <p>EN ISO/IEC 17065</p> <p>EN ISO/IEC 17024</p>
Complaints and Objections Samples	3	Subjects of Objections and Complaints	<p>Private or legal persons;</p> <p>a-) Organizations that TÜV AUSTRIA TURK serves,</p> <p>b-) Customers of the institutions receiving TÜV AUSTRIA TURK's services,</p> <p>c-) Public institutions,</p> <p>d-) Private organizations,</p> <p>e-) Customers of TÜV AUSTRIA TURK and other members of the public,</p> <p>f-) Some of the written negative applications that are received from the other interested parties, including those related to the accreditation body, may include the following:</p> <ul style="list-style-type: none"> ✓ The attitude and behavior of the audit team or staff, ✓ Compliance with the Inspection Plan ✓ The performance of TÜV AUSTRIA TURK personnel, TÜV AUSTRIA TURK conformity assessment activities ✓ The complaints of the service or product user or third parties about the organization, 		<p>7.5</p> <p>9.7 – 9.8</p> <p>4.8</p> <p>7.13</p> <p>9.8 - 9.9</p>	<p>EN ISO/IEC 17020</p> <p>EN ISO/IEC 17021</p> <p>EN ISO/IEC 17025</p> <p>EN ISO/IEC 17065</p> <p>EN ISO/IEC 17024</p>

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Complaints and Objections Samples			<ul style="list-style-type: none"> ✓ The applications for the misuse of the logo and accreditation mark of the companies certified by the accreditation body, ✓ The service fee of the activity carried out by TÜV AUSTRIA TURK not being accepted by the applicant ✓ Other <p>Aforementioned subjects are considered and evaluated as complaints by TÜV AUSTRIA TURK. TÜV AUSTRIA TURK complies and verifies all the information necessary to validate the complaint and informs the complainant.</p> <p>Registration shall be made after access to TÜV AUSTRIA TURK. Some of the topics to be considered as objections are:</p> <ul style="list-style-type: none"> ✓ Rejection of the complaint by TUV AUSTRIA TURK, ✓ As result of the complaint, the complainant's disapproval of the activity carried out by TÜV AUSTRIA TURK, ✓ The result obtained in evaluation of the complaint not being accepted by the complainant, ✓ Suspension of the certificate, ✓ Cancellation of the certificate, ✓ Not to issue certificates/reports ✓ Decision on not extension of scope ✓ Scope of certification or not issuing certificate ✓ Failure to respond positively to all or part of the scope of the application (at the end of the application or evaluation process) ✓ Other 			
Proceeding	4		When a complaint or objection is received, TÜV AUSTRIA TURK makes FRM-010 Suggestions, Complaints and Appeals Form filled by the related party in order to process this complaint or objection and to confirm whether	FRM-010a Suggestion, Complaint and Objection Form	7.5.2 9.7.2 – 9.8.3	EN ISO/IEC 17020 EN ISO/IEC 17021

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			it is related with the activities under its own responsibility. FRM-010a Suggestions, Complaints and Appeals Form shall be filled by the person who received the objection or complaint for the objection or complaint received using other communication channels. The completed form is forwarded to the Quality Management Representative.		4.8 7.13.2 9.8 – 9.9	EN ISO/IEC 17025 EN ISO/IEC 17065 EN ISO/IEC 17024
Notification	5	Notification	TÜV AUSTRIA TURK makes the complaint or objection official with the Suggestion, Appeal and Complaint Form and communicates the complaint or objection to the customer with communication channels. This can be mail, fax and phone.	FRM-010a Suggestion, Complaint and Objection Form	7.6.3 9.7.6 – 9.8.8 4.8 7.13.3 9.8.6 - 9.9.5	EN ISO/IEC 17020 EN ISO/IEC 17021 EN ISO/IEC 17025 EN ISO/IEC 17065 EN ISO/IEC 17024
Verification and Control	6	Verification and Control	TÜV AUSTRIA TURK is responsible for (as far as possible) gathering and verifying all information necessary to make a decision of the present complaint or objection. Using internal communication, documentation or related situation which is the subject of objection and complaint are cleared.	FRM-010a Suggestion, Complaint and Objection Form	7.6.2 9.7.5 – 9.8.3 4.8 7.13.4 9.8 - 9.9.6	EN ISO/IEC 17020 EN ISO/IEC 17021 EN ISO/IEC 17025 EN ISO/IEC 17065 EN ISO/IEC 17024

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Assessment and Decision	7	Decision	<p>The decision resolving the complaint or objection is reviewed and approved by the Objection and Complaint Committee which consists of the person(s) who are not involved in the related certification activities.</p> <p>To ensure there is no conflict of interest, TÜV AUSTRIA TURK does not use a personnel, who has been employed for a client for a period of two years from the date of the end of employment, to review or approve a complaint or objection of the client. Members of the Committee sign confidentiality and impartiality commitment.</p> <p>As result of the evaluation process, the necessary decisions are taken by TÜV AUSTRIA TURK's Department Managers and Management Representative step by step for the necessary non-compliance. Corrective/preventive action is initiated with the aim of solving the main subject of the complaint. If necessary, unusual internal audit (special audit) can be carried out in the relevant department.</p>	FRM-010a Suggestion, Complaint and Objection Form	7.6.4 9.7.7 – 9.8.9 4.8 7.13.5 – 7.13.6 9.8.4 - 9.9	EN ISO/IEC 17020 EN ISO/IEC 17021 EN ISO/IEC 17025 EN ISO/IEC 17065 EN ISO/IEC 17024
Feedback	8	Notification	<p>TUV AUSTRIA TURK notifies the result of complaint or objection to complainer person or institution legally (as far as possible) with FRM-010a Suggestion, Complaint and Objection Form. Notification is made by the Quality Management Representative.</p>	FRM-010a Suggestion, Complaint and Objection Form	7.6.5 9.7.8 – 9.8.10 4.8 7.13.7 – 7.13.8 9.8.7 - 9.9.7	EN ISO/IEC 17020 EN ISO/IEC 17021 EN ISO/IEC 17025 EN ISO/IEC 17065 EN ISO/IEC 17024

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Subsequent Activities	9	CPA	The relevant Division Manager or the responsible persons who have been verified with respect to the subject matter of the Objection and Complaint shall investigate the process to prevent the removal or repetition of such nonconformities and initiate corrective/preventive actions in accordance with PRO-011 Nonconformities and Development Procedure.	FRM-010a Suggestion, Complaint and Objection Form	7.6.1 9.7.5 – 9.8.6 4.8 7.13.1 9.8.1 - 9.9.3	EN ISO/IEC 17020 EN ISO/IEC 17021 EN ISO/IEC 17025 EN ISO/IEC 17065 EN ISO/IEC 17024
Confidentiality			Information about the activities carried out under this procedure is confidential and shall not be disclosed to third parties under any circumstances, except for the organization that accredits TÜV AUSTRIA TURK. The applicant shall be notified when it is required by law to provide information to third parties. This situation is <u>stated in the</u> 'FRM-012e Privacy Policy' on the website www.tuvaustriaturk.com .	FRM-012e Privacy Policy	9.9.9 9.8.5	EN ISO/IEC 17024 EN ISO/IEC 17021
Control of Records Procedure	10	Records	Records of Appeal Complaints and Disputes Procedure are kept according to the Records Control Procedure. The Customer Complaints coming with FRM-010a Suggestion, Objection and Complaint Form is followed with LST-011a IF Tracking List. These records are evaluated at Management Review meetings.	LST-011a IF Tracking List	8.1.2 10.2.5.2 4.15.1 8.5.2 10.2.5.2	EN ISO/IEC 17020 EN ISO/IEC 17021 EN ISO/IEC 17025 EN ISO/IEC 17065 EN ISO/IEC 17024

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SPECIAL ISSUES:

- A complaint outside TÜV AUSTRIA TURK's activities shall be answered and made available to the customer on condition that the customer is informed.
- When any complaint is received, the complainant is informed. In addition, complaints can be communicated to the owner regarding information on how the complaint is addressed and how the process for the opposition is to be achieved. Within this period, the names of the persons who have been taken to the objection committee and who are present at the committee are communicated to them. If the customer objected to one or more of the persons in the objection committee within five (5) days; the committee member shall not attend the committee on this Complaint/Appeal if the objection is investigated and accepted. The cost for this assembly is € 500, € 250 is paid by TÜV AUSTRIA TURK while € 250 is paid by the owner of Complaints/Appeals. Owner of Complaints/Appeals or TÜV AUSTRIA TURK cannot apply for court proceedings until all internal processes are completed. In case of non-settlement, Istanbul Courts are authorized.
- Owner of the Complaint and the Appeal shall be notified by TÜV AUSTRIA TURK within five (5) business days. The process should be completed within at least 30 days.
- The objections on the decisions of TÜV AUSTRIA TURK shall be made in writing within thirty days from the date of the decision notification. The process is finished when it is determined that the assessment of objections are not made according to logical, rational and provable issues.
- All information and documents related to complaints shall be confidential.

OBJECTION AND COMPLAINT COMMITTEE

Objection and Complaints Committee is composed of 2 principal members appointed by the General Manager of TÜV AUSTRIA TURK. 1 president and 2 members are elected among themselves. Appeals and Complaints Committee members are appointed on condition that the following criteria are met:

- ✓ Being a university graduate (a master's or doctoral degree shall be preference reason),
- ✓ At least 3 years of work experience,
- ✓ Training of at least 1 member in the subjects of ISO 17020, ISO 17025, ISO 17065, ISO 17021 and ISO 17024 (internal or external)
- ✓ At least one of the members should be in a similar professional group, graduated from law faculty or know the legislations,

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- ✓ TÜV AUSTRIA TURK not having any material or legal ties with clients in such manner to adversely affect the certification decisions of TÜV AUSTRIA TURK,
- ✓ Being far from financial pressures, and having the ability to take professional decisions.

Objection and Complaint Committee consists of one president and two members. A member consists of a personnel who have been involved in documenting the process-product and service and other auditors who have not been involved, or who have knowledge of the relevant technical issues. Other aspects of the working principles of the committee are described below:

- The committee membership is personal and there is no proxy system.
- At least 2 members must be present for the committee.
- Unanimous consensus is required for decisions to be taken at meetings.
- Decisions taken are recorded and signed by the participants.

TÜV AUSTRIA TURK warns the management when the decisions taken by the committee members are not implemented by TÜV AUSTRIA TURK or when there is a situation that disrupts the impartiality of TÜV AUSTRIA TURK. If no result is taken from the warning, the Committee is obliged to inform the accreditation body of the situation.

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Table 1 Revision Tracking Chart

#	Revision Date	Revision Description	Issuer	Controlled by	Approved by	Reviewing
0	15.09.2012	Dispute Complaint and Dispute Procedure publication	AER	MSI	FCO	-
1	01.02.2016	Addition of objection complaints committee	SYI	-	YUN	-
2	30.09.2016	Action to be taken in case of objection to the committee was added	SYI	BUN	YUN	-
3	03.03.2017	Customer Satisfaction Survey added.	EAS	SYI	YUN	-
4	18.12.2017	The year-end document has been revised within the scope of inspection.	EAS	SYI	YUN	-

PREPARED BY / REVISED BY (Name, Surname, Position, Signature)	CHECKED BY (Name, Surname, Position, Signature)	CONFIRM / RELEASE (Name, Surname, Position, Signature)
Elif ASİL Quality Management Representative	Selim YILMAZ Quality Unit Manager	Yankı ÜNAL General Director

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