

Appeals Complaints and Disputes Procedure



TÜV AUSTRIA TURK – General

PRO-010

Publication Date	15.09.2012
Rev Date \ Rev Number	27.12.2023 \ 10

Appeals Complaints and Disputes Procedure

Procedure Name: Appeal Complaints and Disputes Procedure		Procedure Lead: Appeal Complaint Committee, Quality Unit		Objectives /KPI: LST-008a	
				Risk Assessment / Risk Evaluation: FRM-012a	
Procedure Suppliers: TÜV AUSTRIA TURK Quality Management System Users			Procedure clients : TÜV AUSTRIA TURK Quality Management System Users		
Inputs: Suggestion, Objection and Complaint Form Objection Complaint Committee		Outputs: Satisfaction, Solution Committee Decision		References EN ISO/IEC 17020 7.5 / 7.6 EN ISO/IEC 17021 9.7 / 9.8 EN ISO/IEC 17025 7.9 EN ISO/IEC 17065 7.13 EN ISO/IEC 17024 9.8 / 9.9 EN ISO/IEC 17029 9.9 / 9.10 GSTC- Global Sustainable Tourism Council ISO 9001:2015	

No	Activity	Describing	Records	Reference	Standard
0.1	Aim	The purpose of this procedure is for TÜV AUSTRIA TURK and all legal entities that are partners or owners of TÜV AUSTRIA TURK (in this procedure, the company will be referred to as TÜV AUSTRIA TURK). It is used for the management of complaint and objection processes that affect the effectiveness of the management system, within the scope of management of conformity assessment activities.			

Appeals Complaints and Disputes Procedure



TÜV AUSTRIA TURK – General

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1.0	Definitions	<p>Complaint: TÜV AUSTRIA TURK's procedures, policy, service performance, permanent or temporary personnel, activities carried out within the scope of the documents it has issued, or TÜV AUSTRIA TURK's procedures, policies, service performance, "including those related to the accreditation body", regarding the services provided by natural or legal persons within the scope of conformity assessment. These are negative written applications made regarding any issue within the scope of its activities.</p> <p>Appeal: It is a written application made by private or legal persons against the decision taken by TÜV AUSTRIA TURK on issues concerning them, within the scope of conformity assessment. The only condition for objection is that the decision taken by TÜV AUSTRIA TURK is against the wishes of the objecting party and cannot be resolved through a dispute application.</p> <p>Appeals, Complaint Committee: In cases where objections and complaints regarding the decisions taken by TÜV AUSTRIA TURK regarding conformity assessment activities are not resolved using internal processes , it is aimed to examine the objection and complaint and make a decision. As an experienced committee, it is a group reporting to the General Manager, consisting of various sector representative experts from within and outside TÜV AUSTRIA TURK. In the Objection Complaint Committee, another technical personnel who is not a party to the objection/complaint and dispute will provide expert information about the objection/complaint. The Objection Committee consists of an independent member from the company, the company's legal counsel and conformity assessment personnel not involved in the matter.</p>	FRM-010a Suggestion, Complaint and Objection Form	7.5 9.7 – 9.8 7.9 7.13 9.8 - 9.9 9.9 – 9.10	EN ISO/IEC 17020 EN ISO/IEC 17021 EN ISO/IEC 17025 EN ISO/IEC 17065 EN ISO/IEC 17024 EN ISO/IEC 17029
2.0	Customer Satisfaction	Measures customer satisfaction in its work with 'FRM-010b Customer Satisfaction Survey'. 'FRM-010b Customer Satisfaction Survey' is shipped or e-mailed to the customer along with the report or certificate given in return for the work done. Customers who do not receive a	FRM-010b Customer	7.5 9.7 – 9.8	EN ISO/IEC 17020 EN ISO/IEC 17021

Appeals Complaints and Disputes Procedure



TÜV AUSTRIA TURK – General

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		<p>response are asked to fill out the 'FRM-010b Customer Satisfaction Survey' by calling or e-mailing the Operations Coordinators of the relevant department within 1 month.</p> <p>'FRM-010b Customer Satisfaction Survey' consists of 3 sections and a total of 20 questions, feedback of 70 points and above is expected. For surveys with returns below 70 points, they are recorded with the 'LST-011a IF Tracking List' and the root cause is examined.</p> <p>Customer Satisfaction Survey measures satisfaction on the basis of work performed and related categories. The surveys are evaluated by the relevant personnel (operations personnel, quality unit representatives, ...) and sent to the Quality Unit for recording.</p> <p>Customer Satisfaction is turned into statistical data by Quality Unit Representatives with 'LST-010a Customer Satisfaction Analysis'. Statistical data obtained through 'LST-010a Customer Satisfaction Analysis' is presented to the senior management at YGG meetings.</p>	<p>Satisfaction Survey</p> <p>LST-010a Customer Satisfaction Analysis</p>	<p>7.9</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>
3.0	Appeals and Complaint Topics	<p>Natural or legal persons;</p> <p>a-) Organizations that TÜV AUSTRIA TURK serves,</p> <p>b-) Customers of the organizations that TÜV AUSTRIA TURK serves,</p> <p>c-) Public institutions,</p> <p>d-) Private organizations,</p> <p>e-) TÜV AUSTRIA TURK's customers and other members of the public,</p> <p>f-) Some of the negative written applications received "including those related to the accreditation body" regarding the services provided by other relevant parties may be on the following subjects:</p> <ul style="list-style-type: none"> ✓ Attitudes and behaviors of the audit team or personnel, ✓ Compliance with the audit plan, ✓ Performance of the personnel involved in TÜV AUSTRIA TURK activities, 		<p>7.5</p> <p>9.7 – 9.8</p> <p>7.9</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>

Appeals Complaints and Disputes Procedure



TÜV AUSTRIA TURK – General

No	Activity	Describing	Records	Reference	Standard
		<ul style="list-style-type: none"> ✓ TÜV AUSTRIA TURK conformity assessment activities, ✓ Complaints of service or product users or third parties about the organization, ✓ Application of the accreditation body regarding the misuse of logos and accreditation signs of certified companies, ✓ The service fee for the activity carried out by TÜV AUSTRIA TURK is not accepted by the applicant organization, ✓ Other etc. topics <p>It is accepted as a complaint for TÜV AUSTRIA TURK and is handled for evaluation. TÜV AUSTRIA TURK collects all the information necessary to validate the complaint, verifies it and informs the complainant.</p>			
		<p>Registration is carried out after the application regarding the objection reaches TÜV AUSTRIA TURK. Some of the issues that will be considered as objections:</p> <ul style="list-style-type: none"> ✓ The complaint is not accepted by TÜV AUSTRIA TURK, ✓ As a result of the complaint, the complainant does not accept the activity carried out by TÜV AUSTRIA TURK, ✓ The decision taken as a result of the complaint investigation is not accepted by the complainant, ✓ Suspension of the document, ✓ Cancellation of the document, ✓ Failure to issue a Certificate/Report, ✓ The decision not to expand the scope, ✓ Failure to issue a certification scope or certificate, ✓ Failure to respond positively to all or part of the applied scope (at the end of the application or evaluation process), ✓ Other 			

Appeals Complaints and Disputes Procedure



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No	Activity	Describing	Records	Reference	Standard
3.1	Processing of Appeal or Complaint	<p>TÜV AUSTRIA TURK is responsible for decisions at all stages of complaint and objection handling. The acceptance, investigation, justification and decision of the complaint or objection must not result in any discriminatory action against the complainant or objector.</p> <p>A complaint received outside the activities of TÜV AUSTRIA TURK is answered and clarified on condition that the customer is informed. Complaint-Objection processes must be completed within a maximum of 3 months, from the receipt of the complaint-objection until the final decision is delivered to the customer.</p> <p>TÜV AUSTRIA TURK fills out and processes the 'FRM-010a Suggestion, Complaint and Objection Form' in order to confirm whether the complaint / objection is related to its activities. If the complaint relates to its own activities mentioned above, it must address the complaint. In addition, if the complaint is about a customer certified by TÜV AUSTRIA TURK, the relevant customer is informed by taking into account the effectiveness of the certified management system in questioning the complaint.</p> <p>TÜV AUSTRIA TURK is responsible for collecting and verifying all information necessary to validate the complaint.</p> <p>The objection and complaint handling process should include at least the following elements and methods:</p> <p>a) Taking into account previous similar objections, objections; outlines the process for obtaining, validating and investigating and deciding on actions to be taken in response,</p> <p>b) Monitoring and recording objections, including activities to resolve objections,</p> <p>c) Ensuring the appropriate correction and corrective action to be taken.</p>	FRM-010a Suggestion, Complaint and Objection Form	7.5 9.7 – 9.8 7.9 7.13 9.8 - 9.9 9.9 – 9.10	EN ISO/IEC 17020 EN ISO/IEC 17021 EN ISO/IEC 17025 EN ISO/IEC 17065 EN ISO/IEC 17024 EN ISO/IEC 17029

Appeals Complaints and Disputes Procedure



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No	Activity	Describing	Records	Reference	Standard
		<p>TÜV AUSTIRA TURK, pursuant to Article 15 of the Communiqué on Basic Criteria to be Considered in the Appointment, Monitoring and Supervision of Organizations Approved by the Ministry of Industry and Technology (SVGM: 2019/7);</p> <p>(3) The approved body, as a result of the conformity assessment activities it will carry out, in order to examine the objections and complaints that may arise in cases where the certification request for any product is rejected, an approval is not given for the product, or the certificate of a previously certified product is canceled;</p> <p>a) Notifying the manufacturer or its authorized representative in detail about the reasons for the decision to refuse or withdraw approval,</p> <p>b) By notifying the manufacturer or its authorized representative of the existing legal rights and the periods for the exercise of these rights,</p> <p>c) Allowing the manufacturer or his authorized representative to object to the decision and ensuring that this objection is examined by a person or persons who have no prior relationship with the decision in question but have sufficient knowledge and experience on the subject and can act independently,</p> <p>d) To notify the Ministry and other notified bodies of information regarding rejected or withdrawn approvals,</p> <p>is obliged.</p>			
3.2	First Notice	<p>TÜV AUSTRIA TURK formalizes the complaint or objection with the FRM-010a Suggestion, Objection and Complaint Form and notifies the customer that this complaint or objection has been received through communication channels within 15 days at the latest. This could be by phone, email or fax.</p>	<p>FRM-010a Suggestion, Complaint and Objection Form</p>	<p>7.6.3 9.7.6 – 9.8.8 7.9 7.13.3 9.8.6 - 9.9.5 9.9 – 9.10</p>	<p>EN ISO/IEC 17020 EN ISO/IEC 17021 EN ISO/IEC17025 EN ISO/IEC 17065 EN ISO/IEC 17024 EN ISO/IEC 17029</p>

Appeals Complaints and Disputes Procedure



TÜV AUSTRIA TURK – General

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3.3	Verification and Control	<p>TÜV AUSTRIA TURK is responsible for collecting (to the extent possible) and verifying all information necessary for a decision on the existing complaint or objection.</p> <p>By using internal communication, the situation regarding the certification activity that is the subject of objection and complaint is clarified .</p>	FRM-010a Suggestion, Complaint and Objection Form	<p>7.6.2</p> <p>9.7.5 – 9.8.3</p> <p>7.9</p> <p>7.13.4</p> <p>9.8 - 9.9.6</p> <p>9.9 – 9.10</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> <p>EN ISO/IEC 17029</p>
3.4	Decision	<p>The decision resolving the complaint or objection is managed by the product - service - process certification, inspection, testing, validation / verification, system, personnel and person / persons who are not involved in sustainable tourism certification activities that are the subject of the complaint or application. To ensure that there is no conflict of interest, TÜV AUSTRIA TURK; It does not use personnel who have provided consultancy to a client or have been employed by a client in reviewing or approving the resolution of a complaint or objection of that client for a period of two years following the termination of the consultancy or employment. Complaints and objections are conveyed to the Quality Unit, which is independent from TÜV AUSTRIA TURK operations.</p> <p>When the solutions and practices developed for the relevant complaint or objection are deemed appropriate and sufficient by the customer and agreed upon, the relevant activities are initiated.</p> <p>Following the decision taken in agreement with the customer as a result of the evaluation process, TÜV AUSTRIA TURK Department Manager and Management Representative monitor the necessary nonconformities step by step and carry out the necessary work with precision.</p>	FRM-010a Suggestion, Complaint and Objection Form	<p>7.6.4</p> <p>9.7.7 – 9.8.9</p> <p>7.9</p> <p>7.13.5 – 7.13.6</p> <p>9.8.4 - 9.9</p> <p>9.9 – 9.10</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> <p>EN ISO/IEC 17029</p>

Appeals Complaints and Disputes Procedure



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		<p>Corrective/preventive action is initiated to resolve the issue underlying the complaint. If necessary, an extraordinary internal audit (special audit) can be carried out in the relevant department/process.</p> <p>In cases where there is no agreement with the customer regarding the solution of the complaint and objection, the process is transferred to the Objection Complaint Committee. Information about the relevant committee and its working principles is provided to the customer through the PRO-010 Objection, Complaint and Dispute Procedure published on the website.</p>			
3.5	Objection and Complaint Committee	<p>The Objection and Complaint Committee consists of 2 full members appointed by the General Manager of TUV AUSTRIA TURK. 1 chairman and 2 members are elected among the board members themselves. Members of the Objection and Complaint Board are evaluated provided that they meet the following criteria;</p> <ul style="list-style-type: none"> ✓ Having a university degree (Master's degree or PhD is preferred), ✓ At least 3 years of work experience, ✓ At least 1 member has received training on ISO 17020, ISO 17025, ISO 17065, ISO 17021 and/or ISO 17024, (internal or external) (17000 series suitable for objection and complaint) ✓ At least one member must be a law school graduate or a member of a similar professional group with knowledge of legal legislation, ✓ Must have the ability to make professional decisions without any interference from TUV AUSTRIA TURK's customers to the extent that it would negatively affect TUV AUSTRIA TURK's certification decisions. <p>Candidates who meet the above conditions are verified with the FRM-012n Committee Membership Appointment Form and the following documents.</p> <ul style="list-style-type: none"> ✓ CV, diploma, reference letters (if any) 	<p>FRM-010c Objection Complaint Committee Membership Agreement</p> <p>FRM-013a Meeting Minutes</p> <p>FRM-012n Committee Membership Appointment Form</p>	<p>7.6.4</p> <p>9.7.7 – 9.8.9</p> <p>7.9</p> <p>7.13.5 – 7.13.6</p> <p>9.8.4 - 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>

Appeals Complaints and Disputes Procedure



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No	Activity	Describing	Records	Reference	Standard
		<ul style="list-style-type: none"> ✓ FRM-012d Declaration of Privacy and Impartiality ✓ FRM-005j Signature Declaration ✓ FRM-010c Objection Complaint Committee Membership Agreement ✓ 17000 series training certificate (as appropriate) <p>The Objection and Complaint Committee consists of a chairman and two members. One member consists of another auditor who is not a party or subject to conformity assessment processes (system, personnel, inspection, test, product, etc.) or personnel who are knowledgeable about the relevant technical subject.</p> <p>Other matters related to the working principles of the committee are defined below:</p> <ul style="list-style-type: none"> ✓ Committee membership occurs in person and there is no proxy system for members. ✓ At least 2 members must be present for the committee to meet. ✓ Unanimity of the members is required to make decisions at the meetings. ✓ The decisions taken are recorded in the FRM-013a Meeting Minutes and are signed and approved by the participants. ✓ The decision taken is officially notified to both TÜV AUSTRIA TURK and the customer. <p>Committee members warn the management of TUV AUSTRIA TURK in case the decisions taken are not implemented by TUV AUSTRIA TURK or when a situation arises that would disrupt the impartiality of TUV AUSTRIA TURK. If no result is obtained from the warning, Committee members are obliged to report the situation to the accreditation body.</p> <p>The costs required to convene this board are shared between TÜV AUSTRIA TURK and the Customer. Those who complain/object or TÜV AUSTRIA TURK cannot apply to court until all internal processes are completed. If the deadlock continues, "Istanbul Anatolian Courthouse Courts" are authorized.</p>			

Appeals Complaints and Disputes Procedure



TÜV AUSTRIA TURK – General

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3.6	Result Notification	TÜV AUSTRIA TURK officially notifies the customer of the outcome of the complaint or objection (the solution agreed with the customer or the solution from the Objection Complaint Committee) within 30 days with the 'FRM-010a Suggestion, Complaint and Objection Form'. Notification is made by the Quality Unit.	FRM-010a Suggestion, Complaint and Objection Form	7.6.5 9.7.8 – 9.8.10 7.9 7.13.7 – 7.13.8 9.8.7 - 9.9.7 9.9 – 9.10	EN ISO/IEC 17020 EN ISO/IEC 17021 EN ISO/IEC 17025 EN ISO/IEC 17065 EN ISO/IEC 17024 EN ISO/IEC 17029
3.7	Subsequent Activities- DÖF	The relevant Department Manager or responsible persons, whose verification is made regarding the issues subject to the Objection and Complaint, investigates the process in order to eliminate or prevent the recurrence of such nonconformities and corrective/preventive actions are initiated 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 7.9 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
4.0	Security	Of this procedure is confidential and will not be disclosed to third parties under any circumstances, except for the organization that accredits TÜV AUSTRIA TURK when necessary. When it is mandatory to provide information to third parties by law, the applicant is informed of this situation (if it is legal to inform the customer). For this matter www.tuvaustriaturk.com It is included in the 'FRM-012e Privacy Policy' on the website.	FRM-012e Privacy Policy		

Appeals Complaints and Disputes Procedure



TÜV AUSTRIA TURK – General

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		TÜV AUSTRIA TURK determines, together with the customer and the complainant, the subject of the complaint and whether its solution will be made public, and if so, to what extent. If the parties agree that there is an issue that needs to be reported to the public, this notification is made through the website.			
5.0	Records	Objection, Complaint and Dispute Procedure records are kept in accordance with the Records Control Procedure. Customer Complaints records received with FRM.010a Suggestion, Objection and Complaint Form LST-011a IF Tracking List It is monitored with . 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 9.9 – 9.10	EN ISO/IEC 17020 EN ISO/IEC 17021 EN ISO/IEC 17025 EN ISO/IEC 17065 EN ISO/IEC 17024 EN ISO/IEC 17029

Table 1 Revision Tracking Chart

#	Revision date	Revision Description	Preparer	Control	Approved by	Review
0	15.09.2012	Publication of the Objection Complaints and Disputes procedure	AER	MSI	FCO	-
1	01.02.2016	Addition of objection complaint committee	SYI	-	YUN	-
2	30.09.2016	Added action to be taken in cases of objection to the committee	SYI	BUN	YUN	-
3	03.03.2017	Customer satisfaction survey has been added.	EAS	SYI	YUN	-
4	18.12.2017	It was revised as part of the year-end document review.	EAS	SYI	YUN	-
5	22.10.2018	LST-010a Customer Satisfaction Analysis has been added. Additions were made to the processes.	EAS	SYI	YUN	-

Appeals Complaints and Disputes Procedure

TÜV AUSTRIA TURK – General



6	15.09.2021	Appointment details of the Objection and Complaint Committee have been added.	EAS	SYI	YUN	-
7	19.01.2023	Time definitions have been made for Complaint/Objection processes.	EAS	SYI	YUN	TURKAK Audit
8	20.03.2023	Revised as part of Document Review.	EAS	SYI	YUN	-
9	03.08.2023	The maximum duration of the Objection-Complaint Process has been defined.	SGH	EAS	YUN	TURKAK Audit
10	27.12.2023	EN ISO/IEC 17029 and GSTC Accreditation integration was made.	SGH	EAS	YUN	Year-End Document Review

PREPARED / REVISED BY (Name, Surname, Position, Signature)	CONTROLLER (Name, Surname, Position, Signature)	APPROVAL / RELEASE (Name, Surname, Position, Signature)
Selinay Gökçe Han Quality Management Officer	Elif ASİL KIZILDAĞ Quality Management Manager	Yankı ÜNAL General manager