	Evaluation of Complaints and Objections Instruction	Doc. Code	TL.07
		Issue Date	30.06.2008
		Rev Date	10.07.2019
		Rev.No	08

1. Purpose

It is the determination of the evaluation principles of the complaints or objections received from organizations, customers or related parties regarding the Certification activities we realized.

2. Scope

It covers objections and complaints that may come from organizations, customers or related parties regarding audit activities and Certification Manager Decisions. And it can be shared with 3rd Parties upon request..

3. Responsibles

General Manager, Certification Managers, Objections and Complaints Evaluation Committee.

4. Definitions

Objection: A request from any person or organization to change a decision made by BvA regarding any stage of the conformity assessment.

Complaint: statement of dissatisfaction, negative feedback about the activities of BvA, which came to BvA from any person or organization other than an objection and is generally expected to respond or action. Complaints are basically divided into 2: complaints about conformity assessment (regarding audit, auditor, document ... etc) and other complaints (length of waiting time on the phone, wrong amount on the invoiced bill ... etc.).

Objections and Complaints Evaluation Committee: Appointed by the General Manager and consists of 3 people. It is the committee where the final decision is made in BVA by evaluating the certification activities and the ongoing objections to the decisions and complaints made as a result of these activities.

Appointment documents of the Objections and Complaints Evaluation Committee Members;

1. Committee Member Information
2. Confidentiality and Impartiality Statement
3. Diploma Copy
4. Training records on Management Systems (if any)

Committee Members who have not received training on Management Systems before are given the necessary trainings by BVA and their records are created.

5. Instruction

- 5.1. Any objection related to the ongoing audit activities and the decisions taken by the Certification Managers, complaints and disputes related to the execution of the Service, from the organizations or related parties, can be transmitted as e-mail, fax and similar ways within 1 month from the end of the related activity. Each complaint received in writing is recorded by the Management Representative through the **Customer Complaints and Objection Examination Form**.

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- 5.2. Management Representative informs the complainant about the receipt of the complaint (by indicating the date and registration number) to the complainant within two business days (2) via fax or mail and record the notification to the **Customer Complaints and Objections Tracking Form**.
- 5.3. The objection or complaint recorded by giving the registration number is followed up until it ends with the **Customer Complaints and Objections Tracking Form**.
- 5.4. The activity to be performed is defined by the Management Representative by filling the relevant sections of the **Customer Complaints and Objection Examination Form**.
- 5.5. If the results of this activity are not found satisfactory by the interested parties, the subject of complaint or objection is put on the agenda of the Objection and Complaints Evaluation Committee by the Management Representative.
- 5.6. The complaint and objections to be evaluated are notified to the customer or the complainant by e-mail that the activity is started. If there is a lack of data regarding the objection or complaint, official correspondence with the required 3rd Parties regarding data collection is done by the relevant committee authority or Certification Manager.
- 5.7. The records kept by the management representative are examined by the Objection and Complaints Evaluation Committee in detail, objectively, and if necessary, an expert report is applied. At the end of this evaluation, the committee gives its opinion in a way that will ensure impartiality, independence and integrity.
- 5.8. Information on the Committee's opinion, evaluations, proposed corrective-preventive actions are presented to the General Manager, and the decision is notified to the customer or the complainant by the **Customer Complaints and Objection Examination Form** within 1 month after the complaint date.
- 5.9. Records of the resulting complaints and objections are kept in the customer file by the Management Representative and the Customer Complaint cases are sent to the General Manager prior to the management review meeting.
- 5.10. If a common practice involving all activities is required as a result of the complaint, the required activity is initiated by the Management Representative. This activity may be performing an out-of-plan internal audit according to the Internal Audit procedure.
- 5.11. Complaints about the certified organizations must first be made directly to the relevant organization and if the result of the complaint cannot be obtained, a complaint should be made to BVA.
- 5.12. The Management Representative transfers the Customer Complaints and Objection Examination Form to the Certification Manager and the transactions are performed by the Certification Manager.
- 5.13. Customer complaints arising from the nonconformities in the quality system of certified institutions are notified to the organization in writing and written information is requested from the organization about the arrangements made / to be made about the complaint made about it.
- 5.14. The incoming information is evaluated by the committee, an audit can be carried out at the organization based on the importance of the complaint, or it is checked whether the records of customer complaints are kept regularly during the audit of the organization at the normal audit date.

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- 5.15. In line with the information from the organization, written information is given to the organization making the complaint. No discrimination can be imposed on the person or organization that has objection and complaints.
- 5.16. Activities are finalized and submitted to the General Manager within 60 (sixty) days at the latest from the date of complaint.
- 5.17. The General Manager checks the activities and expresses his opinion on the Customer Complaints and Objection Examination Form. The Management Representative notifies the activities made and the results to the related parties in writing.
- 5.18. If there is no positive or negative response from the Complainant 30 (thirty) days after the notification of the outcome of the activity, the Management Representative is contacted by the complainant to verify whether the result is satisfactory and the feedback received is indicated on the Customer Complaints and Objection Examination Form. When the result is found sufficient by the Complainant, the activity is closed.
- 5.19. A copy of the records of the activities related to the complaints is put in the Organization's file.
- 5.20. All complaints and activities carried out are very confidential and in no case are third parties informed by BVA. If necessary, the subject of the Complaint and whether or not its solution will be made available to the public, and to what extent it will be given, can be determined with the Complainant and our Customers and announced to the public.

Objections and Solutions

- 5.21. Members on the Objection and Complaints Evaluation Committee are made up of individuals different from those who decide to certify and who conducting audits.
- 5.22. BVA is responsible for all levels of decisions made by the Objection and Complaints Evaluation Committee.
- 5.23. The Customer Complaints and Objections Examination Form is filled out by the appellant. Customer Complaints and Objections Examination Form is available on our website or from Office Staff.
- 5.24. The Management Representative gives the Registration Number to the completed Customer Complaints and Objections Examination Form.
- 5.25. Management Representative informs the owner of the objection (by indicating the date and registration number) within two (2) business days by fax or e-mail from the contact information defined in the Customer Complaints and Objections Examination and processes the notification to the Customer Complaints and Objections Examination and keeps the Customer Complaints and Objections Examination in the Management Representative file.
- 5.26. The activity to be performed is defined by the Management Representative by filling the relevant sections of the Customer Complaints and Objections Examination.
- 5.27. The Management Representative prepares all information and documents subject to the objection within seven (7) working days that are the basis for the objection registration date. The date of the issue, the names and CVs of the Objection and Complaints Evaluation Committee members are notified to the appealing party.

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Appealing party can participate in the Objection and Complaints Evaluation Committee meeting if they demand and have the right to express their opinions.

- 5.28. In the event that the complainant has an objection, on condition of giving justified reason to one of the members of the Objection and Complaints Evaluation Committee, one of the reserve members is included in the committee and its confirmation is obtained from the organization.
- 5.29. The committee evaluates the subject and can apply for expert opinion when necessary, experts who will give opinion must have at least 3 years of experience of the Lead Auditor and have performed at least 3 audits in the relevant sector.
- 5.30. The Objection and Complaints Evaluation Committee examines all information and documents related to the objection. Visits the appeal holder if necessary. The objection committee makes its final decision within fifteen (15) days at the latest after the objection is made and the Meeting Agenda Report is signed by the participants of the Objection and Complaints Evaluation Committee and the meeting is recorded. This decision is also recorded in the relevant section in the Customer Complaints and Objection Evaluation Form. The acceptance, investigation and decision of the objections are implemented in a way that does not lead to discriminatory practice against the objector.
- 5.31. The General Manager specifies the implementation and the relevant opinion of the committee decision in the Customer Complaints and Objection Examination Form. The Certification Manager notifies the appealing party according to the work done and the decisions taken by the Objection and Complaints Evaluation Committee in writing within fifteen (15) working days. If a positive or negative response has not been received from the appealing party within 30 (thirty) days after the notification, the Management Representative is contacted to confirm whether the result is satisfactory and completed the Customer Complaints and Objection Examination Form according to the feedback received.
- 5.32. If the result is found adequate by the objector, the activity is closed.
- 5.33. In case there is no consensus between the parties regarding all the decisions taken by the Objection and Complaints Evaluation Committee, the place of solution is T.C. Istanbul Courts.
- 5.34. All information and documents and complaints about Complaints and Objections are reviewed at Management Review meetings.

Objection to audit plans, teams and activities

- 5.35. Also, regarding the audit activity to be carried out, the organization has the right to object to the planned audit team and its date. As a result of examining this objection, if there is an objection based on objective evidence, a new audit team is assigned or a new date is determined and a solution is provided.
- 5.36. If the staff who carry out the management duties and committee members have been involved in any activity towards the organization having the complaint in question, or if the objection or complaint in question with the relevant party in the last 2 years, they cannot be assigned to examine the issue of objection and complaint. In addition, this issue is guaranteed by the signed contract and confidentiality & impartiality commitment.

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- 5.37. Any complaints about audit activities can be made by the organization with the Customer Complaints and Objection Evaluation Form. The subject of complaint or objection is written and asked to be answered by the lead auditor and the answer is reported to the customer. If the customer is not satisfied with the answer, it is transferred to the Certification Manager as a complaint.
- 5.38. The Certification Manager examines the issue and notifies the complainant within 1 month. If the answer is not satisfactory, the subject is transferred to the Objection and Complaints Evaluation Committee by the General Manager and asked to respond within 1 month at the latest, the reply to be released from the committee is notified to the complainant in writing.
- 5.39. Complaints and objection records are monitored by the Management Representative with the Customer Complaints and Objections Follow-Up Form, and these evaluations are taken into the agenda at the Management Review meetings.

Complaints from Customers' customers

- 5.40. Complaints may also come from institutions, organizations or end consumers who benefit from the certified organization's goods or services. In such a case, the person who receives the complaint communicates the matter to the Certification Manager. The Certification Manager communicates the matter in writing to the certified organization and is asked to open an investigation / CPA on the matter and request a written response within 15 days.
- 5.41. If the certified organization responds in writing within 15 days, this reply is forwarded to the complainant and an agreement is compromised.
- 5.42. If the certified organization does not respond within 15 days, the Certification Manager contacts with the phone to investigate the fate of the complaint and obtain a written response from the organization. This answer is forwarded to the complainant and an agreement is compromised.
- 5.43. If the results cannot be obtained from 5.44 and 5.45 articles, an unplanned audit is conducted at the organization. Road, accommodation and man-day costs are invoiced to the organization. The follow-up applied to the complaint regarding the "Customer Relations / Satisfaction" process / procedure is audited. If necessary, it is aimed to reach a compromise by calling the complainant from the company.

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