

Appeals, Complaints and Disputes Procedure



TÜV AUSTRIA TURK – General

PRO-010	
Publication Date	15.09.2012
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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: LST-008a 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 and 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 4.8 EN ISO/IEC 17065 7.13 <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</p>	FRM-010a Suggestion, Complaint and Objection Form	7.5 9.7 – 9.8 4.8 7.13	EN ISO/IEC 17020 EN ISO/IEC 17021 EN ISO/IEC 1725

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Appeals, Complaints and Disputes Procedure



TÜV AUSTRIA TURK – General

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Definitions			<p>laboratory services, automotive services, personnel, process-performance, permanent or temporary staff, activities carried out within the scope of the 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, system certification, inspection services, testing laboratory automotive services, personnel certification and other TÜV AUSTRIA TURK activities for solving the complaints (in cases where objections and complaints are not resolved by internal processes) 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>		9.8 - 9.9	<p>EN ISO/IEC 17065</p> <p>EN ISO/IEC 17024</p>
	2	Customer	TÜV AUSTRIA TURK measures Customer Satisfaction in the activities.		7.5	EN ISO/IEC 17020

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Appeals, Complaints and Disputes Procedure



TÜV AUSTRIA TURK – General

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Customer Satisfaction		Satisfaction	<p>Customer satisfaction is measured with FRM-010b Customer Satisfaction Survey. FRM-010b Customer Satisfaction Survey is sent by mail to the customer with report or certificate given against the works. Non-returning customers are called by the related department Operations Coordinators asked to fill in the 'FRM-010b Customer Satisfaction Survey' by calling or sending an e-mail by the Operations Coordinators of the relevant department within 1 month.</p> <p>'FRM-010b Customer Satisfaction Survey' consists of 3 sections and 20 questions in total, 70 and more point returns are expected. Surveys with less than 70 points are recorded with LST-011a IF Tracking List.</p> <p>The Customer Satisfaction Survey measures satisfaction on the basis of work and in related categories. The questionnaires which are evaluated by the relevant personnel (operation personnel, quality unit representatives,,) are sent to the Quality Unit.</p> <p>Quality Unit Representatives is converted into a statistical data Customer Satisfaction by with 'LST-010a Customer Satisfaction Analysis'. The statistical data obtained with LST-010a Customer Satisfaction Analysis 'is presented to the senior management at the MR meetings.</p>	FRM-010b Customer Satisfaction Survey	<p>9.7 – 9.8</p> <p>4.8</p> <p>7.13</p> <p>9.8 - 9.9</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>
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</p>		<p>7.5</p> <p>9.7 – 9.8</p>	<p>EN ISO/IEC 17020</p> <p>EN ISO/IEC 17021</p>

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Appeals, Complaints and Disputes Procedure



TÜV AUSTRIA TURK – General

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Complaints and Objections Samples			<p>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, ✓ 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 etc. topics <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>		4.8	EN ISO/IEC 17025
			<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 		7.13 9.8 - 9.9	EN ISO/IEC 17065 EN ISO/IEC 17024

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Appeals, Complaints and Disputes Procedure



TÜV AUSTRIA TURK – General

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			<ul style="list-style-type: none"> ✓ 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 			
<div style="border: 1px solid black; background-color: #4F81BD; color: white; padding: 5px; text-align: center; width: fit-content; margin: 10px auto;">Proceeding</div>	4		<p>When a complaint or objection is received, TÜV AUSTRIA TURK makes</p> <p>TÜV AUSTRIA TURK is responsible for decisions taken at all stages of dealing with complaints and objections. The acceptance, investigation and decision of the complaint or objection should not result in any discriminatory action against the complainant and the objector.</p> <p>A complaint from the activities of TÜV AUSTRIA TURK is answered and clarified on the condition of informing the customer.</p> <p>TÜV AUSTRIA TURK shall fill and process the system FRM-010a Suggestions, Complaints and Appeals Form in order to verify whether the complaint / objection is related to the product-process-service certification, test, inspection system certification and personnel certification activities. If the complaint is related to the activities mentioned above, it should take over the complaint. In addition, if the complaint is related to a customer certified by TÜV AUSTRIA TURK, the relevant customer shall be informed by taking into account the effectiveness of the documented management system in questioning the complaint.</p> <p>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</p>	FRM-010a Suggestion, Complaint and Objection Form	<p>7.5.2</p> <p>9.7.2 – 9.8.3</p> <p>4.8</p> <p>7.13.2</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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Appeals, Complaints and Disputes Procedure



TÜV AUSTRIA TURK – General

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			<p>form is forwarded to the Quality Management Representative.</p> <p>TÜV AUSTRIA TURK is responsible for the collection and verification of all information required to validate the complaint.</p> <p>The process of handling the objection and complaint should include at least the following elements and methods:</p> <p>a) an outline of the process for receiving, validating and investigating the appeal, and for deciding what actions need to be taken in response to it, taking into account the results of previous similar appeals;</p> <p>b) tracking and recording appeals, including actions undertaken to resolve them;</p> <p>c) ensuring that any appropriate correction and corrective action are taken.</p>			
Notification	5	First Notification	<p>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.</p>	FRM-010a Suggestion, Complaint and Objection Form	<p>7.6.3</p> <p>9.7.6 – 9.8.8</p> <p>4.8</p> <p>7.13.3</p> <p>9.8.6 - 9.9.5</p>	<p>EN ISO/IEC 17020</p> <p>EN ISO/IEC 17021</p> <p>ENISO/IEC 17025</p> <p>EN ISO/IEC 17065</p> <p>EN ISO/IEC 17024</p>

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Appeals, Complaints and Disputes Procedure



TÜV AUSTRIA TURK – General

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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, product-process-service certification, test, inspection system certification and personnel certification subject to appeal and complaint are clarified or the relevant situation is clarified.	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
Assessment and Decision	7	Decision	<p>The decision resolving the complaint or objection shall be governed by persons / persons not involved in the product - service - process certification, inspection, testing, system and personnel certification activities subject to the complaint or application.</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. The complaints and appeals are forwarded 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, the related activities are initiated.</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

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Appeals, Complaints and Disputes Procedure



TÜV AUSTRIA TURK – General

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			<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.</p> <p>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> <p>In cases where there is no agreement with the customer regarding the resolution of the complaint and objection, the process is transferred to the Complaint, Objection Committee. In this case, the customer is informed about the relevant committee and working principles.</p>			
	8		<p>Objection and Complaints Committee is composed of 2 principal members appointed by the General Manager of TUV 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:</p> <ul style="list-style-type: none"> ✓ 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) (17000 series eligible for appeal and complaint) ✓ At least one of the members should be in a similar professional group, graduated from law faculty or know the legislations, ✓ TUV AUSTRIA TURK not having any material or legal ties with 	<p>FRM-010c Objection Complaint Committee Membershi p Agreement</p> <p>FRM-013a Minutes of Meeting</p> <p>FRM-012n Committee Member Appointmen t Form</p>	<p>7.6.4</p> <p>9.7.7 – 9.8.9</p> <p>4.8</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>

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Appeals, Complaints and Disputes Procedure



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			<p>clients in such manner to adversely affect the certification decisions of TÜV AUSTRIA TURK,</p> <ul style="list-style-type: none"> ✓ Being far from financial pressures and having the ability to take professional decisions. <p>Candidates who meet the above requirements are verified with the FRM-012n Committee Member Appointment Form and the following documents.</p> <ul style="list-style-type: none"> ✓ CV, diploma, references (if any) ✓ FRM-012d Statement of Confidentiality and Impartiality ✓ FRM-005j Signature Statement ✓ FRM-010c Objection Complaint Committee Membership Agreement ✓ 17000 series training certificate (as applicable) <p>. The Objection and Complaint Committee consists of a chairman and two members. A member is a party to conformity assessment processes (system, personnel, inspection, test, product, etc.) and consists of other auditors or personnel who are knowledgeable about the relevant technical issue.</p> <p>Other aspects of the working principles of the committee are described below:</p> <ul style="list-style-type: none"> ✓ Committee membership is formed personally and there is no proxy system for the member. At least 2 members must be present for the committee to convene. In order to take decisions at the meetings, unanimity of the members is required. ✓ Decisions taken are recorded with the FRM-013a Minutes of Meeting and are signed and approved by the participants. 			

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Appeals, Complaints and Disputes Procedure



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			<p>✓ The decision taken is officially notified to both TÜV AUSTRIA TURK and the customer.</p> <p>TUV AUSTRIA TURK warns the management when the decisions taken by the committee members are not implemented by TUV AUSTRIA TURK or when there is a situation that disrupts the impartiality of TUV AUSTRIA TURK. If no result is taken from the warning, the Committee is obliged to inform the accreditation body of the situation.</p> <p>The cost of collecting this board is 1500 TL, 750 TL of which is TÜV AUSTRIA TURK and 750 TL is paid by the complainants. Complaints / Appeals or TÜV AUSTRIA TURK cannot apply to the courtroom without completing all internal processes. In case of non-resolution, Istanbul Courts are authorized.</p>			
Feedback	9	Result Notification	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.	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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Appeals, Complaints and Disputes Procedure



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Subsequent Activities	10	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	11		<p>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. If it is compulsory for third parties to provide information as required by law, the applicant is informed (if the information to the customer is legal).</p> <p>This situation is <u>stated in the 'FRM-012e Privacy Policy' on the website www.tuvaustriaturk.com.</u></p> <p>TÜV AUSTRIA TURK shall determine the issue of the complaint and whether the solution shall be given to the public and the extent to which it shall be given, together with the customer and the complainant.</p>	FRM-012e Privacy Policy	9.9.9 9.8.5	EN ISO/IEC 17024 EN ISO/IEC 17021

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Appeals, Complaints and Disputes Procedure



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			If the parties agree that there is an issue that should be notified to the public, this notification is made through the website.			
	12	Records	<p>Records of Appeal Complaints and Disputes Procedure are kept according to the Records Control Procedure.</p> <p>The Customer Complaints coming with FRM-010a Suggestion, Objection and Complaint Form is followed with LST-011a IF Tracking List.</p> <p>These records are evaluated at Management Review meetings.</p>	LST-011a IF Tracking List	<p>8.1.2</p> <p>10.2.5.2</p> <p>4.15.1</p> <p>8.5.2</p> <p>10.2.5.2</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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Appeals, Complaints and Disputes Procedure



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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	-
5	22.10.2018	LST-010a Customer Satisfaction Analysis added. Processes were added.	EAS	SYI	YUN	-
6	15.09.2021	Assignment details of the Appeals and Complaints Committee have been added.	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 Responsible	Selim YILMAZ Quality Unit Manager	Yankı ÜNAL General Director

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