



CERTIFICATION & INSPECTION

QSI.PRO.04

Revision 10/ 10.02.2020

Complaint and Objection Procedure

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COMPLAINT AND OBJECTION PROCEDURE

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COMPLAINT AND OBJECTION PROCEDURE

1. PURPOSE

The purpose of this procedure is to determine how to deal with and decide on objections made by System Certification, Greenhouse Gas Verification and Product Certification customers against QSI recommendations, to examine and resolve related parties' complaints, and also to establish a method for taking precaution to prevent the re-occurrence of its deficiency.

2. SCOPE

This procedure contains customer objections and complaints received from QSI Customers and other third parties regarding System Certification, Greenhouse Gas Verification and Product Certification.

3. DEFINITIONS

Complaint: These are negative applications made by organizations or other related parties about the performance, procedures, policies and all employees serving on behalf of QSI regarding the certification/verification activities, the activities carried out within the scope of the certification related to the company that has certified/verified.

Objection: Requests for re-investigation of decisions taken by QSI about the customer or related parties.

4. REFERENCE DOCUMENTS

4.1 Forms

- Customer Objection/Complaint Form QSI-PRO.04/F01

4.2 Other Documents

- System Certification Procedure QSI-PRO.10
- Product Certification Procedure QSI-PRO.07
- Greenhouse Gas Verification Procedure QSI-PRO.14

5. APPLICATION

5.1 Objections

The reason for the objection made by the customer by clearly stating the cause using the Customer Objection/Complaint Form. The Management Representative provides all the details by initially getting in contact with the customer regarding the objections conveyed to him/her.

In order for an objection meeting to be held, the Management Representative shall inform the Chairman of the Neutrality Committee no later than 2 business days after the objection has been conveyed. Management Representative presents gathered information about objections (emails, letters, supporting data, greenhouse gas activity data, monitoring plan, etc.) to the chairman of the committee for discussion.

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The Chairman of the Neutrality Committee informs and convokes the members of the committee to consider and conclude the objection. He makes sure that members are not in any way in a relationship of interest related to the outcome of this objection. In necessary cases, technical experts with sufficient financial and legal knowledge and technical experts interested in the customer process may be invited to the committee. The demurrer is notified of the date on which the matter will be discussed, on the names of the people on the committee for confirmation, and that he/she can attend the meeting as observer if desired. In case of the demurrer's objection to the election of the members of the committee who will decide on his/her objection, he/she is asked to submit his/her justification in writing, and if it is determined that his/her justification is justified, the members of the committee are re-determined by the General Manager.

The Committee meets no later than 7 business days from the date of objection.

All information about the objection is examined at the objection session, and members evaluate whether such objections have been received before, and if so, what the results are.

During the objection assessment process, discriminatory actions against the demurrer are never performed. For this purpose, the inspector/ verifier who was the reason of the objection, that is, who performs the inspection/ verification, cannot again participate in the inspection/ verification phase of this customer.

According to the decision taken as the outcome of the objection, corrective and preventive actions are used as input at meetings of the management review and impartiality committee.

All activities (acceptance, definition, investigation of the root cause, corrective and preventive actions) carried out in the period for the acceptance and analysis of the objection are registered in detail with the Customer Complaint / Objection Form and progress reports are delivered to the demurrer. The outcome of the objection is also officially notified to the demurrer.

The decision taken by the committee as a result of the objection is binding on QSI and QSI is responsible for all decisions at all levels of the objection handling process.

If the objection is about the members of the investigation / verification team, this person will no longer be present in the investigation / verification operations of the customer.

5.2. Complaints

Verbal or written complaints that reach QSI regarding certification/verification services or practices are delivered to the Management Representative for registration and evaluation. At this stage, the Management Representative confirms the main reason for the complaint and in what case it happened by personally contacting the demurrer. QSI itself is responsible for the collection, verification and confidentiality of all information necessary to make the complaint valid.

5.2.1. Complaints Received From Third Parties;

If the complaint relates to the activities of QSI customers of a third party, it is registered by the Management representative with an Objection/Complaint form. The Management Representative examines

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customer's file and the findings in the investigation / verification reports with the Certification Manager / Verification Manager/Product Certification Manager and informs the General Manager when a serious situation occurs. After the review of the General Manager, the company that is the subject of the complaint is contacted about the complaint and the organization is asked for information about the arrangements it has made/will make regarding the complaint. In case of approval of the complainant party, the name of the complainant party may also be reported to the company that is the subject of the complaint. According to the decision of the General Manager, a short-term inspection can be carried out to the customer. If such an inspection is decided, the customer will be notified no more than 1 day before in such a way that the complainant won't be able to change situation which is the subject of the complaint. The customer has no right to object to this inspection and the inspection team.

According to the findings following the necessary investigations, if it is detected that emergency and unplanned inspection is not necessary, and in case of corrective actions implemented by the organization is found sufficient, on the regular surveillance inspection date of the organization, during the inspection of the organization, it is checked whether the records of the subjected customer complaint and all complaints are kept regularly.

5.2.2. Complaints Received from QSI Customers

Only complaints that QSI receives in writing and relate to certification / verification activities for which QSI is responsible are operated. In the first place, the "Customer complaint / Objection Form" is filled out by the Management Representative and the complaint is transferred to the Certification / Verification / Product Certification Manager or directly to the General Manager according to the subject. It is aimed to solve the problem in an objective, constructive way without wasting time, together with the customer. After the complaints are received, they are processed within the same day and the company is notified that QSI has received the complaint, has taken under review and the process has been initiated.

Handling processes of the complaints include;

- Decision making on activities to be carried out (for example, whether they need to be submitted to the committee or not)
- Following and registering of the complaint, including activities for the complaint,
- Drawing the outline of the process for the method of receiving a complaint, validating (verifying), investigating,
- Providing appropriate correction and corrective action

a-Complaints That Will not be Submitted to the Committee

The necessary assessments for complaints that will not be submitted to the committee by the decision of the General Manager are made by the Management Representative and the units related to the complaint. If the customer is acknowledged to be right in his/her complaint, necessary corrective actions are initiated. If the customer is not acknowledged to be right, the situation is reported to the customer by the Management Representative. If the customer insists on a complaint, the complaint is submitted to the Committee.

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b-Complaints to be Submitted to the Committee

Complaints to be submitted to the committee by the decision of the General Manager shall be carried out in the same objection process carried out in accordance with Article 5.1 of this procedure. All complaints about the General Manager, Certification Manager, Product Certification Manager and Verification Manager are submitted to the committee.

5.3. Decisions on Complaint / Objection

In accordance with the outcome of the assessment in the System and Product Certification objections and complaints, additional examination can be performed in the customer field according to the System and Product Certification Procedure, if necessary.

In accordance with the outcome of the assessment related to the Green House Gas Verification objections and complaints, additional examination and verification can be performed in the customer field, if necessary. If the complaint/objection is about a verified report and the verification statement needs to be revised, the owner of the Greenhouse Gas Verification Program (e.g. the Ministry of Environment and Urbanization) is informed by the customer about the issue. According to the decision of the Greenhouse Gas Verification Program Owner, the necessary correction activities are performed.

Outcome of objection/complaint and corrective and preventive actions made are used as input at meetings of the management review and neutrality committee.

5.4. Customers' Rights

QSI provides information on complaint and objection processes on its web address; www.qsicert.com.

Whether the outcome of the objection / complaint will be opened to the public and if so, to what extent it will be opened is again decided jointly with the owner of the objection/complaint and the customer subject to the objection/complaint.

After completing the complaint, the company is notified by the Management Representative about the result of the transactions.

5.5. Privacy

- All complaint and objection applications QSI receives are confidential and no information is provided to third parties, except for conditions that must be open to the public.
- If deemed necessary, only the institution which accredits QSI / Greenhouse Gas Verification Program Owner / Ministry of Environment and Urbanization are allowed to view it. In the case of providing information to the legal authorities, interested parties are certainly notified.
- All registrations, documents, answers and related meeting records are stored in the complaint file of the Management Representative. At each stage of the appeal process, the complainant is informed about the reasons for the decisions taken and this information is registered.
- Customers have access permission to complaint records at their request.

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6. REVISION MONITORING PAGE

Rev. No	Rev. Date	Revision Description
1	07/02/2011	1) Conducting the obligation session: the registration of the activities conducted to resolve the objections is stated in detail. 2) Differences in terminology were eliminated.
2	02/03/2011	Differences in terminology: Expression of interim inspection has been changed to 'supervision'.
3	15/07/2011	The sentence fragments have been eliminated
4	28/01/2013	Management of the Obligation: The Certification Manager receives all objections and submits them to Complaint and Objection Committee hearing for discussion.
5	01/08/2013	Translated into English
6	08/07/2015	Company Title Change
7	01/10/2015	The document format and coding system has been changed. Procedures numbered OP04 & 06 has been combined. Objections and complaints about greenhouse gas verification activities has been included in the scope of the procedure.
8	10/01/2017	Complaints received from third parties have been added in the scope of complaint.
9	10/06/2017	Reviews and revisions were made throughout the document.
10	10/02/2020	An update has been made for TS EN ISO/IEC 17065.

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