



PRO.04

Revision 12 / 16.03.2023

Objection and Complaint Procedure



OBJECTION AND COMPLAINTS PROCEDURE

CONTENTS

1.	PURPOSE	3
2.	SCOPE	3
3.	DEFINITIONS	3
4.	REFERENCE DOCUMENTS	3
4.1.	Forms	3
4.2.	Other Documents.....	3
5.	APPLICATION	4
5.1.	Objections.....	4
5.2.	Complaints	5
5.2.1.	Complaints Received from Third Parties.....	5
5.2.2.	Complaints Received From OSI Customers.....	6
5.3.	Complaint/Objection Decisions	6
5.4.	Main Duties of Objections/Complaints Committee	7
5.5.	Customers' Rights	7
5.6.	Security	7
6.	REVISION MONITORING PAGE	8

Dock. No.	PRO.04	Prepared by	Approved by
First release date	10.05.2010		
Revision date	16.03.2023		
Revision Number	12		
Page Number/Total Pages	2/8		



OBJECTION AND COMPLAINTS PROCEDURE

1. PURPOSE

The purpose of this procedure is to determine how to deal with and decide on objections made by QSI customers against QSI recommendations, to examine and resolve the complaints of interested parties, and to determine a method for taking the necessary measures to prevent the defect from reoccurring.

2. SCOPE

This procedure covers all customer objections and complaints received from QSI Customers and other third parties.

3. DEFINITIONS

Complaint: It is the negative applications made by organizations or other interested 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 document related to the company it has certified/verified.

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

4. REFERENCE DOCUMENTS

4.1. Forms

- Customer Complaint / Objection Form PRO.04/F01

4.2. Other Documents

- System Certification Procedure PRO.10
- Product Certification Procedure PRO.07
- ISO 14064-1 Commercial Carbon Footprint Verification Procedure PRO.13
- Greenhouse Gas Verification Procedure PRO.14
- CORSIA GHG Verification Procedure PRO.15
- ISO 14064-2 Specification with guidance at the project level for quantification, monitoring and reporting of greenhouse gas emission reductions or removal enhancements PRO.16
- Halal Certification Programme PRO.17-HBP

Dock. No.	PRO.04	Prepared by	Approved by
First release date	10.05.2010		
Revision date	16.03.2023		
Revision Number	12		
Page Number/Total Pages	3/8		

5. APPLICATION

5.1. Objections

The reason for the objection is made by the customer by clearly determining using the Customer Objection / Complaint Form. The Management Representative first gets in touch with the customer regarding the objections communicated to him and provides all the details.

In order for an objection meeting to be held, the Management Representative informs the General Manager within 2 business days at the latest after the objection is received. Management Representative collects information about objections (e-mails, letters, supporting data, etc.) and presents it to the General Manager for discussion.

In order to evaluate and finalize the objection, it is foreseen that technical knowledge and knowledge of the legislation will be required in the evaluation of the objection and establishes a commission from QSI administrative and technical personnel who are not involved in the action subject to the objection and calls them for a meeting. An Islamic Issues Expert must also take part in the commission for Halal Certification objections. It pays attention to the fact that the members do not in any way have a conflict of interest regarding the outcome of this objection. When necessary, technical experts with sufficient financial and legal knowledge and technical experts related to the customer process can be invited to the commission. The objector is informed of the date the issue will be discussed, the names of the people in the commission for confirmation, and that they can attend the meeting as an observer if they request it. If the objector objects to the selection of the commission members who will take a decision regarding the objection, he is requested to notify the reason in writing.

The commission meets within 7 working days at the latest from the date of objection.

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

During the objection evaluation process, discriminatory actions against the objector are never caused. For this purpose, the auditor / verifier who caused the objection, that is, the audit / verification, cannot again take part in the audit / verification phase of this client.

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

All activities carried out in the last period for objection reception and resolution (acknowledgment of objection, definition, investigation of root cause, corrective and preventive actions) are recorded in detail with the Customer Complaint / Objection Form and progress reports are sent to the objection owner.

Doc. No.	PRO.04	Prepared by	Approved by
First release date	10.05.2010		
Revision date	16.03.2023		
Revision Number	12		
Page Number/Total Pages	4/8		



OBJECTION AND COMPLAINTS PROCEDURE

The objector shall be notified in writing of the decision within 30 (thirty) business days following the date of objection. Considering the scope of the objection (criticality of the reason for the objection, etc.) and the importance of QSI's different activities, the start of the decision period and the elapsed time may be re-determined if there is any activity that needs to be sustained.

The decision of the commission as a result of the appeal is binding on QSI and QSI takes responsibility for all decisions at all levels of the appeal-handling process.

If the objection is related to the audit/verification team members, this person will not be involved in the customer's further audit/verification.

5.2. Complaints

Verbal or written complaints received by QSI regarding certification/verification services or practices are forwarded to the Management Representative for recording and evaluation. At this stage, the Management Representative communicates with the complainant personally and confirms the main reason for the complaint and in what situation it has arisen. QSI is personally responsible for the collection, verification, and confidentiality of all information necessary to validate the complaint.

5.2.1. Complaints Received from Third Parties

If the complaint is about the activities of QSI customers of a third party, it is recorded by the Management Representative with the Objection/Complaint Form. Management Representative looks at the customer's file and the findings in the inspection/verification reports with related department manager and informs the General Manager when a serious situation is encountered. An Islamic Issues Expert must also take part in the commission for Halal Certification objections. After the General Manager's examination, the company that is the subject of the complaint is contacted about the complaint and information is requested from the organization about the arrangements it has made or will make regarding the complaint. In case of approval of the complaining party, the name of the complaining party can also be notified to the company that is the subject of the complaint. According to the decision of the General Manager, a short-term audit can be made to the customer. If such an audit is decided, the customer, a maximum of 1 day in advance, so that it will not be possible to change the situation that is the subject of the complaint. The client has no right to object to this audit and the audit team.

If it is determined that there is no need for an urgent and unplanned audit according to the findings obtained after the necessary examinations, and the corrective actions taken by the organization in the face of the complaint are found to be sufficient, it is checked whether the records regarding the customer complaint and all the complaints that are the subject during the audit of the organization are regularly kept on the normal surveillance audit date of the organization.

Persons evaluating the complaint should not have been involved in the processes subject to the complaint.

Dock. No.	PRO.04	Prepared by	Approved by
First release date	10.05.2010		
Revision date	16.03.2023		
Revision Number	12		
Page Number/Total Pages	5/8		

ELECTRONIC COPY. PRINTED IS AN UNCONTROLLED COPY

5.2.2. Complaints Received From QSI Customers

Only complaints that reach QSI in writing and related to certification / verification activities for which QSI is responsible will be processed. At the first stage, the "Customer Complaint / Objection Form" is filled by the Management Representative and the complaint is forwarded to the related department representative or directly to the General Manager, depending on the subject. It is aimed to solve the problem in an objective and constructive manner with the customer without wasting time. Complaints are processed the same day after they are received, and the company is notified that the complaint has been received by QSI, has been evaluated and the process has been initiated. In Halal Certification objections, an Islamic Affairs Specialist must also be involved at every stage of the complaint.

Complaints handling processes include:

- Deciding what kind of activities will be carried out (such as whether a commission is needed)
- Following and recording the complaint, including the activities carried out for the complaint,
- Outlining the process for receiving the complaint, validation (verification), investigation,
- Ensuring appropriate correction and corrective action to be taken

a- Complaints for which no Commission shall be established

Necessary evaluations for complaints that will not constitute a commission with the decision of the General Manager are made by the Management Representative and the units concerned with the complaint. In Halal Certification objections, an Islamic Affairs Specialist must also be involved at every stage of the complaint. If the customer's complaint is justified, necessary corrective actions are initiated. If the Customer is not found to be right, the situation is communicated to the Customer by the Management Representative. If the customer insists on his complaint, a Commission is formed to re-evaluate the complaint.

b- Complaints to be Established a Commission

Complaints to be established by a commission with the decision of the General Manager, the same objection process is carried out for the complaint as per article 5.1 of this procedure. In order to evaluate and finalize the complaint, it is foreseen that technical knowledge and knowledge of legislation will be required in the evaluation of the complaint, and establishes a commission from QSI administrative and technical personnel who are not involved in the transaction subject to the complaint and calls them for a meeting. In Halal Certification objections, an Islamic Affairs Specialist must also be involved at every stage of the complaint.

5.3. Complaint/Objection Decisions

According to the evaluation result in System and Product Certification objections and complaints, if necessary, additional inspection can be made at the customer's site according to the System/Product Certification Procedure.

Dock. No.	PRO.04	Prepared by	Approved by
First release date	10.05.2010		
Revision date	16.03.2023		
Revision Number	12		
Page Number/Total Pages	6/8		

In objections and complaints regarding Greenhouse Gas Verification, a re-examination and verification can be made at the customer's site, if necessary, depending on the evaluation result. If the Complaint/Objection is related to a verified report and the verification statement needs to be revised, the Greenhouse Gas Verification Program Owner (Ex: Ministry of Environment and Urbanization) is informed by the customer. Necessary corrections are made according to the Greenhouse Gas Verification Program Owner's decision.

The complainant is notified in writing of the decision within 30 (thirty) business days following the date of the complaint. The start of the decision period and the elapsed time can be re-determined in case of any activity that needs to be sustained, taking into account the scope of the grievance (criticality of the grievance reason etc.) and the importance of QSI's different activities.

The results of the objection/complaint and the corrective and preventive actions taken are used as inputs in the management review and impartiality committee meetings.

5.4. Main Duties of Objections/Complaints Committee

- ✓ Preliminary evaluation of objections and complaints,
- ✓ Conducting detailed research and collecting data on objections and complaints,
- ✓ To evaluate and decide impartially in any objection and complaint process,
- ✓ To initiate corrective actions regarding objections and complaints,
- ✓ To follow the corrective action results,
- ✓ Ensuring that the results of complaints and objections are notified to the customer
- ✓ To comply with the policies of confidentiality, impartiality and independence,

5.5. Customers' Rights

QSI announces information about complaint and objection processes to the public at www.qsi.com.tr.

Whether or not the result of the objection/complaint will be made public, and if so to what extent, is decided jointly with the objection/complaint owner and the customer subject to the objection/complaint.

After the complaint is finalized, the result of the actions taken is notified to the company by the Management Representative.

5.6. Security

- All complaints and objections received by QSI are confidential and no information is given to third parties, except for conditions that must be made public.

Dock. No.	PRO.04	Prepared by	Approved by
First release date	10.05.2010		
Revision date	16.03.2023		
Revision Number	12		
Page Number/Total Pages	7/8		

- If necessary, only the OSI accrediting institution / Greenhouse Gas Verification Program Owner / Ministry of Environment and Urbanization is allowed to see it. When it comes to informing the legal authorities, the relevant parties are definitely informed.
- All records, documents, responses, and related meeting records are kept in the Management Representative's grievance file. The complainant is informed about the reasons for the decisions taken at each stage of the appeal process and this information is recorded.
- Customers are allowed to access complaint records upon request.

6. REVISION MONITORING PAGE

Rev. No.	Rev. Date	Revision Description
1	07/02/2011	1) Conducting the objection session: recording the activities carried out to resolve the objections is detailed.
2	02/03/2011	2) Differences in terminology have been fixed. Differences in terminology: Intermediate control has been changed to 'surveillance '.
3	15/07/2011	Misspellings have been corrected.
4	28/01/2013	Objection Management: Certification Manager receives all objections and submits them to the Appeals and Complaints committee session for discussion.
5	01/08/2013	translated to English
6	08/07/2015	Company Name change
7	01/10/2015	Document format and coding system has been changed. Procedures OP04 & 06 have been combined. Objections and complaints regarding Greenhouse Gas Verification activities were included in the scope of the procedure.
8	10/01/2017	Complaints received from third parties have been added to the scope of the complaint.
9	10/06/2017	Revisions and reviews were made throughout the document.
10	10/02/2020	Updated for TS EN ISO/IEC 17065.
11	13.02.2023	The concept of Objection and Complaint Committee has been removed and the method of establishing a commission for objection and complaint has been added.
12	16.03.2023	Added HALAL Certification, ISO 14064-1 and -2, Corsia.

Dock. No.	PRO.04	Prepared by	Approved by
First release date	10.05.2010		
Revision date	16.03.2023		
Revision Number	12		
Page Number/Total Pages	8/8		



OBJECTION AND COMPLAINTS PROCEDURE

Dock. No.	PRO.04	Prepared by	Approved by
First release date	10.05.2010		
Revision date	16.03.2023		
Revision Number	12		
Page Number/Total Pages	9/8		

ELECTRONIC COPY. PRINTED IS AN UNCONTROLLED COPY