

	<b>INSTRUCTIONS FOR THE OPERATION OF THE OBJECTIONS AND COMPLAINTS EVALUATION COMMITTEE</b>	Document No.      BQT.06 Publication Date    01.08.2012 Revision No.        03 Revision Date      01.03.2021 Page No.            1/ 3

## 1. OBJECTIVE

The purpose of this instruction is to define the principles governing the activities of the Appeals and Complaints Evaluation Committee, established within ASCERT to independently and impartially evaluate and resolve appeals and complaints from clients and stakeholders within the scope of certification activities.

## 2. DEFINITIONS

**Complaints are negative observations** made by organizations or other interested parties regarding ASCERT 's certification activities, performance, procedures, policies, and all employees working on its behalf, as well as the activities undertaken by the certified company within the scope of the certification.

**Objection :** An **objection** is a request by the relevant party for a review of ASCERT's decision regarding any organization or individual .

**Appeals Review Committee:** This committee is appointed by the ASCERT General Manager and consists of two members.

## 3. APPLICATION

**3.1.** The Appeals and Complaints Evaluation Committee was established within ASCERT to handle, evaluate, and resolve appeals and complaints from customers and relevant parties in an impartial and independent manner, within the scope of certification activities carried out by ASCERT.

**3.2.** The Appeals and Complaints Evaluation Committee consists of 2 members. If necessary, the members of the Appeals and Complaints Evaluation Committee are selected by the Certification Manager from individuals independent of the issue being appealed/complained about.

**3.3.** The practice of proxy representation is not applicable to members of the Appeals and Complaints Evaluation Committee.

**3.4.** A Membership Agreement for the Appeals and Complaints Evaluation Committee, regarding confidentiality and impartiality, is concluded with the members of the Appeals and Complaints Evaluation Committee.

**3.5.** When necessary, technical experts may be invited to the Appeals and Complaints Evaluation Committee to obtain external information, but they do not have decision-making authority; they only provide sectoral opinions from a technical perspective.

**3.6.** Meetings to be held by the Appeals and Complaints Evaluation Committee are planned by the Certification Manager, communicated to the committee members, and the decisions taken at the end of the meeting are recorded in the Meeting Minutes Form. The committee's decision is stated in the Appeals and Complaints Evaluation Form and approved and accepted by the Certification Manager and the General Manager.

<b>Preparer</b> <i>Management Representative</i>	<b>Approved</b> <i>General manager</i>

	<b>INSTRUCTIONS FOR THE OPERATION OF THE OBJECTIONS AND COMPLAINTS EVALUATION COMMITTEE</b>	Document No.	BQT.06
		Publication Date	01.08.2012
		Revision No.	03
		Revision Date	01.03.2021
		Page No.	2/ 3

**3.7.** The decisions made are communicated in writing to the customer or relevant parties by the Certification Manager.

**3.8 .** Confidentiality and impartiality are essential in the handling and evaluation of objections and complaints. For confidentiality purposes, no information or records related to objections will be disclosed or shown to the public. Such information and documents may be made available to the relevant parties (provided the person/organization subject to the complaint is notified in advance) to the Turkish Courts and the IAS Accreditation Agency authorities, if necessary.

**3.9.** Decisions taken by the Appeals and Complaints Evaluation Committee are made unanimously.

**3.10.** Appointment criteria for members of the Appeals and Complaints Evaluation Committee:

- Must have at least a high school diploma.
- It must be independent of the situation that is the subject of the objection or complaint.
- At least one member of the committee must be a lawyer.

**3.11. Appeals and Complaints Evaluation Committee, duties, powers and responsibilities:**

- ASCERT ensures that objections and complaints from customers and related parties are collected, handled, and evaluated objectively within 7 days.
- To ensure that objections and complaints are evaluated and the result is reported to the Certification Manager.
- To obtain all information and documents relating to the objection or complaint, and to examine and evaluate them thoroughly and impartially.
- When necessary, to hold meetings with the person making the objection/complaint and to gather evidence regarding the evaluation of the objection and complaint, and to make visits when necessary.
- To make the final decision regarding the appeal/complaint and to sign the Appeal and Complaint Evaluation Form.
- To verify the adequacy of the corrective actions determined in relation to objections and complaints, and to monitor the effectiveness of the action.
- is responsible for handling and evaluating objections and complaints, monitoring ASCERT's obligations, imposing sanctions on ASCERT if obligations are not fulfilled , and ensuring that relevant authorities are notified when necessary.

Preparer	Approved
<i>Management Representative</i>	<i>General manager</i>

	<b>INSTRUCTIONS FOR THE OPERATION OF THE OBJECTIONS AND COMPLAINTS EVALUATION COMMITTEE</b>	Document No.	BQT.06
		Publication Date	01.08.2012
		Revision No.	03
		Revision Date	01.03.2021
		Page No.	3 / 3

#### 4. REVISION INFORMATION

Revision Date	Revision No	Item No.	Explanation of the Revisions Made
August 26, 2013	01	3.10	The auditor/lead auditor qualification, as defined in the committee member qualifications, has been removed.
15.10.2016	02	-	Transition to TS EN ISO/IEC 17021-1:2015
01.03.2021	03	-	A major revision has been made.

Preparer	Approved
<i>Management Representative</i>	<i>General manager</i>