



COMPLAINTS AND APPEALS PROCEDURE

1.0 OBJECT

1.1 This is to define the complaints and objection procedure to be followed by the parties concerned if they do not participate in the decisions made by Kiwa.

2.0 SCOPE

2.1 All customers that Kiwa has certified apply to affected persons and organizations (interested parties).

3.0 RESPONSIBILITIES

3.1 The Quality Management Manager is responsible for collecting all complaints and submitting them to the Board of Directors.

4.0 APPLICATION

4.1 Definitions

4.1.1 Complaints: These are written negative feedback on Kiwa certification activities and related performance, policies, procedures, personnel, and companies and **personnels** that Kiwa has documented.

4.1.2 Appeals: These are applications made by individuals or legal entities against Kiwa's own decisions.

4.2 General

All complaints and appeals are clearly addressed by the complainant and affected parties. Complaints can be either written or verbal, verbal complaints are made in writing by the Quality Management Manager. Appeals are expected to be written. In case of complaints, the subject is presented to the Quality Management Manager. Within 7 days of the receipt of the complaint or appeal, the complaint or complaint to the complainant regarding the receipt of the notification and the proceedings shall be sent by e-mail. The Quality Management Manager makes the first evaluation about the complaint and forms the Board of Appeals and Complaints composed of 3 members consisting of the principal and the higher personnel. If the complaint is related to any one of the board members, this member is not involved in the decision process and cannot participate in the decision of the solution and another member is elected. Complaints that the client does not agree and foresees further action shall be considered as an objection to the decisions of the board.

In any case, the complainant or the complainant should not be involved in the audit and certification decision processes. The complaint and appeal process should be solved in such a way that no negative opinion is created about the customer.

Complaints and Appeals Board consists of 3 people and takes decisions unanimously. The Board convenes and concludes to evaluate the complaint or objection. In Board meetings FR.103 Objections and Complaints Board Minutes are kept. In case of appeal, it is expected to finalize the complaints within 60 days at the latest and within 120 days at the latest. In concluding the complaints and objections, decisions taken on similar issues are taken into consideration.

Complaint and appeal are forwarded to the owner on the progress information and the result. The extent to which the outcome of the complaint shall be publicly announced shall be agreed with the customer and the complainant.

In order to investigate any objections and complaints that may arise in the event that Kiwa will refuse the certification request for any product, or if the approval of the product is not given or if the certificate of a previously certified product is canceled, details of the reasons for the rejection or withdrawal of the

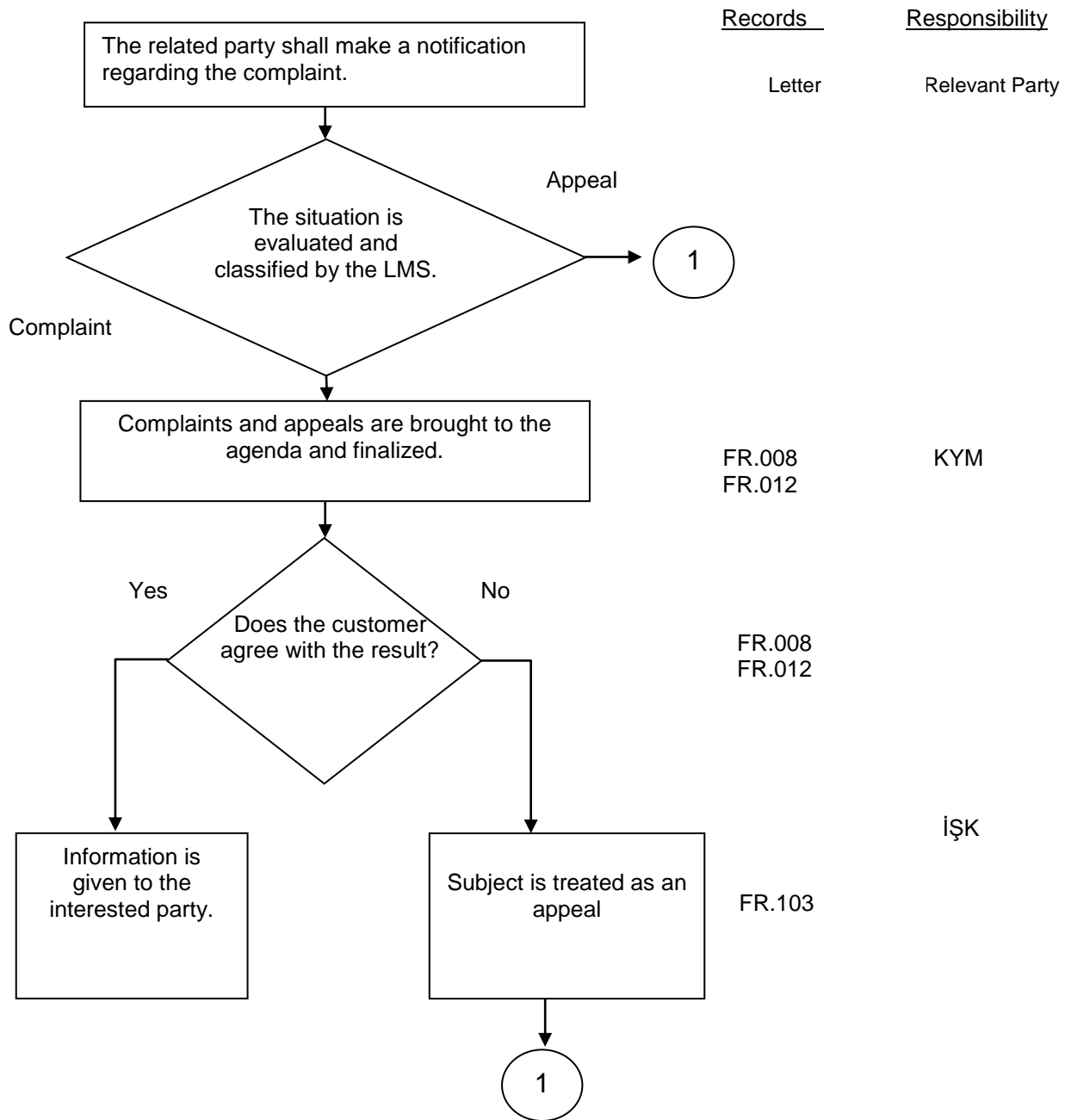


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is also notified to the authorized representative. These notices, along with the current legal rights to the manufacturer or authorized representative to use these rights are transmitted in time.

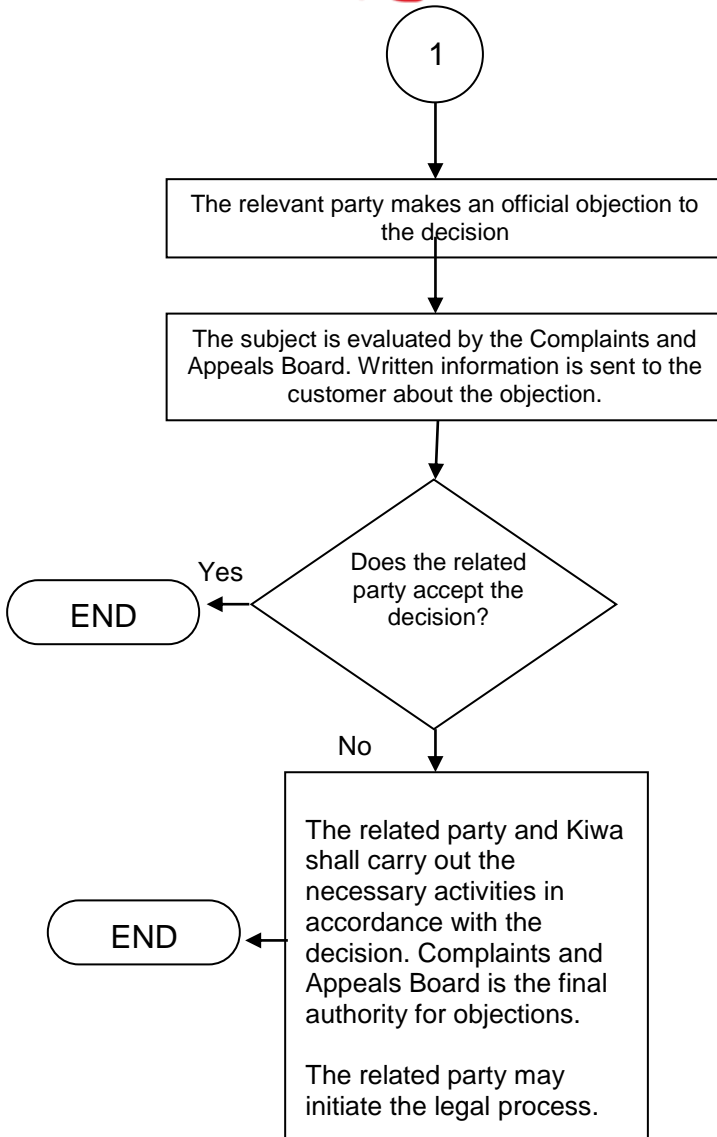


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Records

Responsibility

Letter

Relevant Party

FR.103

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In case of requests for information from legal authorities, the General Manager makes the necessary filing and correspondence. Requests from legal authorities must be replied within 14 days at the latest. In this context, the General Manager shall respond to the meeting requests from the legal authorities.

5.0 RECORDS

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| 5.1 | FR.008 Customer Complaint Tracking and Evaluation Form |
| 5.2 | FR.012 Corrective Preventive Action Request Form |
| 5.3 | FR.103 Minutes of Appeal and Complaints Board Meeting |
| 5.4 | Correspondence |

6.0 REFERENCES

Standard No	Standard Name	Article No/Name
TS EN ISO/IEC 17021	Conformity Assessment - Conditions for Organizations Providing the Inspection and Certification of Management Systems	4.7 Şikayetlerin çözülmesi
TS EN ISO/IEC 17020	General Criteria for Operation of Various Types of Inspection Organizations	7.5, 7.6 Şikayetler ve itirazlar
TS EN ISO/IEC 17065	Conformity assessment - Requirements for organizations engaged in product, process and service certification	7.13 Şikayetler ve itirazlar
TS EN ISO/IEC 17024	Conformity Assessment - General Conditions for Personnel Certification Organizations	9.8 Objection to Certification Decision 9.9 Complaints



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TS EN ISO/IEC 17025	General Conditions for the Adequacy of Testing and Calibration Laboratories	4.8 Complaints
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