

1.0. Purpose

PIAQ is the determination of the evaluation principles of complaints or objections from organizations / customers, other segments and related parties regarding the system certification, training and supplier audit activities it carries out.

2.0. Scope

This procedure covers objections and complaints from organizations / customers, other segments or related parties regarding the system certification and training services carried out by PIAQ and the Certification Committee Decisions.

3.0. Responsibilities

Complaint and Objection Evaluation Committee, Chairman of the Board, Management Representative, System Certification Manager and department managers are responsible for the implementation of this procedure.

4.0. Definition

4.1. Complaint: About the performance, procedures and policies, internal and external auditors, inappropriate behavior, behavior and attitudes, tensions that may arise by the audit team during the audit, regarding PIAQ's system certification, training and supplier audit activities of companies/persons. Applications to PIAQ in case of impropriety

4.2. Objection: The case of non_acceptance of a decision taken by PIAQ about any person/institution or organization

4.3. Complaint and Objection Evaluation Committee: Complaint and Objection Evaluation Committee; It is a committee consisting of independent members from those who make certification decisions and those who carry out the audit. The Complaint and Objection Committee is formed by making a selection from the members who have knowledge in the sector / scope of the objection (not subject to objection).

5.0. Application

5.1. System certification, training and supplier audit services carried out by PIAQ, all kinds of objections and complaints regarding the decisions taken by the Certification Committee; recorded by the relevant Management Representative. Receiving the complaint or appeal, PIAQ is responsible for collecting and verifying all information necessary to validate it. PIAQ; Responsible for decisions at all stages of handling complaints.

5.2. Acceptance, investigation and decision of complaints and objections do not result in any discriminatory action against the complainant and/or the objector.

5.3. Complaints received from these parties; It can be sent to the management representative via fax_mail_phone. Complaints that reach different people in the office are forwarded to the management representative and the process begins.

5.4. In case of disagreement with regard to the firm applying for certification, the firm's audit plan, date, assigned auditors, etc., the objection is evaluated by the System Certification Manager within the relevant scope, taking into account the firm's request. The relevant parties are notified that the objection has been received, within 1 week at the latest, it is evaluated by taking into account the previous similar objections, and if necessary, Corrective Action is initiated and the objection is resolved by re_processing. In case the firm requests a change in the appointed auditors, it is expected to write this request in writing and

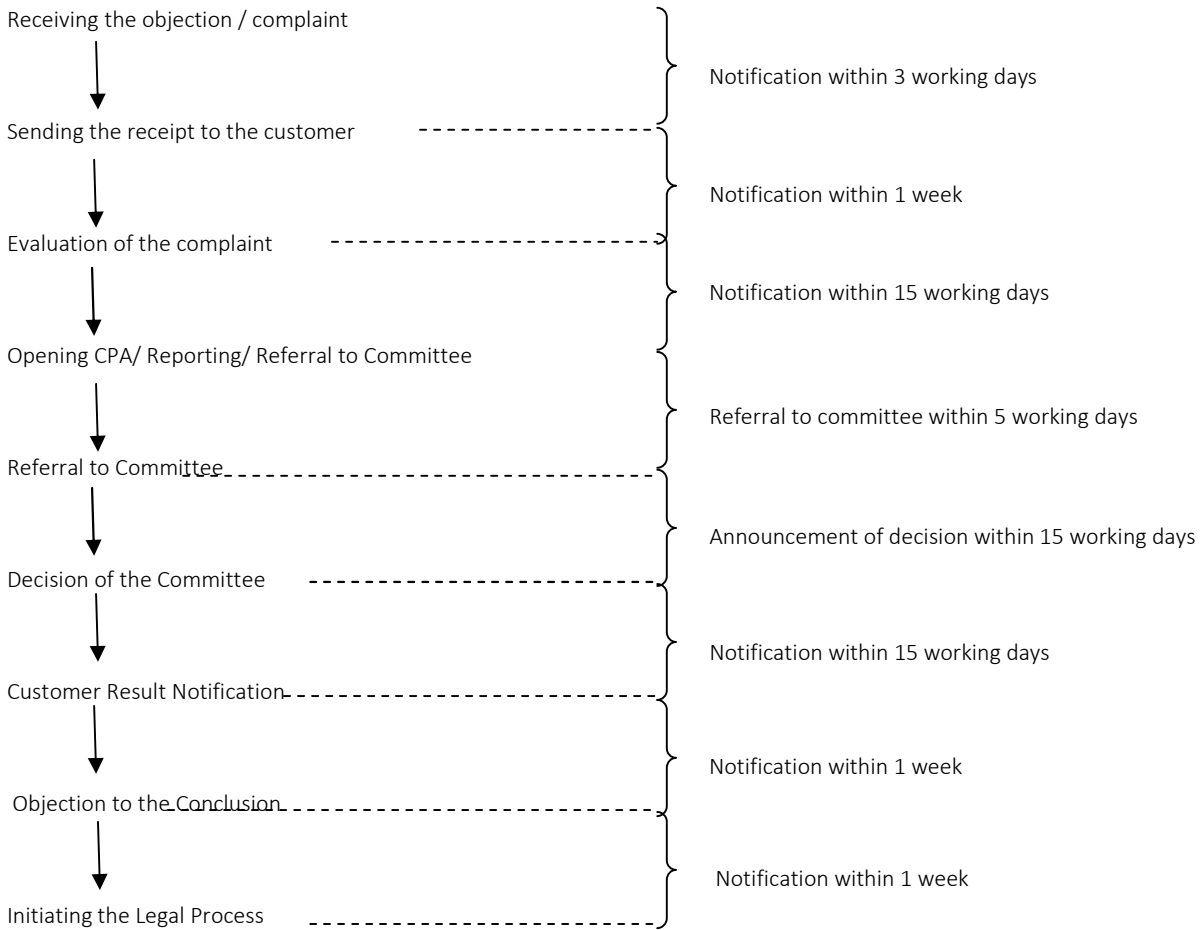
with its justifications. The reasons are evaluated and changes are made. If the activity could not be concluded within 2 weeks, the customer is informed in writing about the situation and the duration of the activity.

- 5.5. If the results of the activity are not satisfactory by the relevant parties, the object of objection is placed on the agenda of the Complaint and Objection Evaluation Committee by the Chairman of the Board of Directors. The Complaint and Objection Evaluation Committee will be selected by the management representative to consist of at least 3 experts, depending on the subject of the objection. A Confidentiality Agreement is signed by the members of the committee before the case is resolved.
- 5.6. Complaints from customers or other parties (end consumer, etc.) related to the execution of the service at PIAQ are recorded by the Management Representative with the COMPLAINT / OBJECTION EVALUATION AND DECISION FORM, and the relevant parties are notified that the complaint has been received, at the latest. It is evaluated within a week and if necessary, Corrective Action is initiated. The results of these activities are notified in writing to the complainant within 2 weeks at the latest, according to the resolution method of the complaint. If the activity could not be concluded within 2 weeks, the customer is informed in writing about the situation and the duration of the activity. If the results of the activity are not satisfactory by the relevant parties, the subject of the complaint is placed on the agenda of the Complaint and Objection Evaluation Committee by the Chairman of the Board of Directors.
- 5.7. **Determination of committee members:** Complaint and Objection Evaluation Committee members; determined by the management representative and appointed by the chairman of the board of directors. According to the complaint status of the members; The auditor – is determined from the people in our expert staff, paying attention to the equivalence of the field of expertise. If there is no suitable expert in our staff, an external expert can be appointed. Outsourced experts to provide opinions must have at least 3 years of Lead Auditor experience for system certification activities. Complaint and objection committee will be selected to consist of at least 3 people. Persons to be elected to the committee are selected by considering the principles of impartiality. A Confidentiality Agreement is signed by the members of the committee before the case is resolved. It will be ensured that the committee members involved in the resolution process do not have any relationship with the company subject to the complaint 2 years before and after.
- 5.8. The Committee for Ensuring Impartiality will be evaluated by examining their impartiality. The Complaint and Objection Evaluation committee has full independence in its decisions. They cannot be influenced by any authority.
- 5.9. The decision taken by the committee is sent to the relevant party within 15 days at the latest after the meeting date. The records of the complaints resulting from the operation of the Corrective Action Procedure are kept at the relevant Management Representative and a copy of the Customer Complaint/Objection/Suggestion Monitoring list is sent to the Chairman of the Board of Directors before the management review meeting. If a common practice involving all PIAQ's activities is required as a result of a complaint or objection, the necessary action is initiated by the Management Representative.
- 5.10. Customer complaints arising from nonconformities in the quality system of certified organizations that reach PIAQ are notified in writing to the organization and information is requested from the organization within 2 weeks, at the latest, about the arrangements made/to be made regarding the complaint. The incoming information is evaluated by the Chairman of the Board of Directors, based on the importance of the complaint, an audit can be carried out in the organization or it is checked whether the records of customer complaints are kept regularly during the audit of the organization on the normal audit date.
- 5.11. When the complaints and objections made to the Certification Committee decisions taken as a result of the audit activities and the results of the audits reach PIAQ, the objection/complaint issue is referred to the agenda of the Complaint and Objection Evaluation committee by the Chairman of the Board of Directors.
- 5.12. The date on which the issue will be discussed and the names and backgrounds of the members of the complaint and objection committee are notified to the relevant party for confirmation and it is stated that they can attend the meeting if they request it. If the complainant has an objection to one of the members of the Complaint and Objection Committee, provided that he/she

declares a justification, one of the alternate members of the Complaint and Objection Committee is included in the committee. Re_confirmation is taken for the CVs of the committee members. The committee evaluates the issue, while it can apply for expert opinion when necessary, the experts who will give opinion must have at least 3 years of Lead Auditor experience for System Certification and have carried out at least 3 audits in the relevant sector. The committee makes its final decision within 15 days after the objection reaches the committee. The decision is taken on the basis of majority vote.

- 5.13. Complaint and Objection Committee decision; It is notified in writing to the organization/person making the objection and the relevant Management Representative and filed by PIAQ.
- 5.14. The relevant unit and the Management Representative evaluate the incoming information statistically and bring these evaluations to the agenda at the Management Review meetings.
- 5.15. Decisions taken by the Complaint and Objection Committee; If the committee consists entirely of PIAQ personnel, it is a solution and indisputable. However, if the committee consists of external technical experts, the decision made by the committee is advisory and the final decision is in PIAQ. If the decision of this committee is not found sufficient by the complainant or the objector, the relevant party is informed about the matter to be referred to the German Courts.
- 5.16. The person making the complaint or objection and the subject of the complaint/objection should be kept confidential. Care should be taken not to compare the two sides. The consideration period should be declared to both parties, depending on the type of complaint or appeal. Care should be taken that this period does not exceed 15 days.
- 5.17. The person who is the subject of the complaint or objection and the owner must be notified in writing of the result. All records must be kept. The tracking of whether the complaint has been closed or not is done through the Customer Complaint/Objection/Suggestion Tracking List.
- 5.18. Upon receipt of the complaint or appeal, he/she must confirm to PIAQ whether the complaint or appeal relates to the certification activities for which he/she is responsible.
- 5.19. If the complaint is about a certified customer, the effectiveness of the documented management system should be taken into account when questioning the complaint.
- 5.20. The complaint should be directed to the certified customer mentioned by PIAQ within an appropriate timeframe. And the follow_up of the subject should be done by the PIAQ Management Representative.
- 5.21. Professional liability insurance comes into play if the customer has suffered damage and his/her complaint is justified.
- 5.22. PIAQ, together with the customer and the complainant, determines whether and to what extent the complaint and its solution will be made public.

Annex 01 Complaint Objection Process Summary Times



6.0. Related Documents

- PR_05 Management Review Procedure
- PR_03 Corrective Action Procedure
- FR_07 Corrective Action Request and Evaluation Form
- FR_08 Corrective Action Follow_up Form
- FR_24 Committee Members Confidentiality Agreement
- FR_26 Customer Satisfaction Survey
- FR_27 Complaint_ Appeals Evaluation And Decision Form
- FR_28 Customer Complaint_Appeal Tracking Form
- FR_110 Audit Report Control and Certification Committee Transaction Form
- FR_111 Suspension – Cancellation Decisions Certification Committee Transaction Form

7.0. Revision Status

Revision No.	Explanation	Revised Issue	Prepared by	Date	Approved by	Date
00	First Publication		Mikail Ince	19.05.2022	Abdullah Keciyokusu	19.05.2022
01	Format updated	All	Mikail Ince	10.06.2023	Abdullah Keciyokusu	10.06.2023