



## COMPLAINT AND OBJECTION PROCEDURE

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### 1. PURPOSE AND SCOPE

This procedure determines the practices and rules for the evaluation and decision-making of complaints and objections from customers or related persons to our company regarding the services performed within the scope of inspection activities.

### 2. RESPONSIBILITY

The General Manager is responsible for the enforcement of this procedure. The objection and complaints evaluation committee are responsible for evaluating the appeals and complaints. The Quality Management Representative acts as the Complaint and Objection Officer for the control of these records, the timely evaluation of the applications and the processing in accordance with this procedure.

### 3. DEFINITIONS AND ABBREVIATIONS

**Complaint:** These are written negative applications from customers or related persons regarding any issue related to the procedures, policy, service performance of DZN, the activities of its permanent or contracted personnel regarding the services provided within the scope of inspection activities.

**Objection:** To make a written or oral statement to reconsider a decision taken by DZN.

**Complaints and Objection Committee:** It is the authorized committee to objectively evaluate and decide on objections from customers or other parties regarding the activities of DZN.

### 4. RELATED DOCUMENTS

PR.07 - FR.01 Complaint, Appeal and Suggestion Form

PR.07 - LST.01 Complaint, Appeal and Suggestion Tracking List

PR.07 Corrective and Preventive Action Procedure

PR.07-FR.02 Complaint and Objection Committee Member Commitment

### 5. APPLICATION

#### 5.1 Complaints and Appeals Committee

The Complaints and Objections Committee convenes under the chair of the General Manager. Committee members; they are selected from among people who are competent in their profession regarding the subject of the complaint and objection. If there is a legal dispute, the DZN company lawyer can also join the committee.

PREPARED BY	APPROVED BY
HIRA SAQLAIN QUALITY MANAGEMENT REPRESENTATIVE	ÖZCAN GÜLEÇİN GENERAL MANAGER



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### 5.1.1 Assignment

All members are appointed by DZN to represent related parties. The conditions that must be met by the persons to take part in the committee are specified in the "Job Description of the Complaints and Objection Committee". Committee members convene in case of any complaint or objection.

### 5.1.2 Undertaking

DZN, from its members appointed to the committee for the examination of the relevant complaint or objection, will consider all objections and complaints confidentially, without giving privileges to the party making the objection or complaint, in accordance with the rules, impartially, independently and fairly, and the effect that can be made by third parties in the evaluation of objections and complaints. And that it will not be affected by pressures, and that it will not take part in the evaluation of appeals and complaints in the inspection process.

## 5.2 Duties of the Complaints and Appeals Committee

- Quality Management Representative is responsible for fulfilling the following issues before the complaint and objection committee meeting.
  - a) Checking whether the application contains sufficient details
  - b) To investigate whether there have been similar objections or complaints before
  - c) To prepare a report by considering the content of the application
  - d) To deliver the report and evidence about the applications to the committee members at least one week before the agreed meeting date.
- e) After the meeting; to prepare and deliver the decision of the Committee to the applicant on behalf of DZN.
- It decides on objections and complaints regarding inspection activities by evaluating them according to DZN procedures.
- The Complaint and Objection Committee examines the objection, investigates its reasons, examines the file of the complainant and makes a decision regarding the objection.
- All complaints and objections are concluded within 30 working days as of the application date and written notifies the objector in accordance with the principles of confidentiality.

PREPARED BY	APPROVED BY
HIRA SAQLAIN QUALITY MANAGEMENT REPRESENTATIVE	ÖZCAN GÜLEÇİN GENERAL MANAGER



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- Committee decisions are taken unanimously and everyone has equal voting rights. The decision of the committee is the final and most valid decision.

### 5.3 Selection of Complaints and Objection Committee

The DZN Complaint and Objection Committee consists of at least 3 members, and the following criteria are taken into account when determining the members. The General Manager according to the following criteria determines committee members.

- A member of the committee, having at least 5 years of technical knowledge and experience on inspection processes and the scope of complaint and objection
- A member of the committee is selected among employees who have previously received similar services and have been certified in order to evaluate complaints and objections from the employee's point of view. At least 5 years of working experience is required for the employee.
- A member of the Committee, the scope and subjects of accreditation, having knowledge and experience in accreditation processes.
- DZN personnel who are not involved in the inspection process that is the subject of complaint or objection

### 5.4 Meeting of the Complaints and Objection Committee

The company or individuals first notify DZN in writing of their complaints arising from the activities of DZN during the inspection process. After this notification, the Quality Management Representative evaluates the application, prepares the necessary report and submits it to the General Manager, if deemed necessary, the Complaint and Objection Committee convenes.

If the complaint is related to the activity of any of the committee members, this person or persons cannot participate in the committee. The decision to be notified to the complainant or objector is given, reviewed and approved by the person (s) who have not been involved in the activities subject to the complaint / objection.

### 5.5 Handling of Complaints and Appeals

- The limitation period for complaints or objections is 30 days. If a written application is not made within this period, complaints and objections will not be taken into consideration.

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HIRA SAQLAIN QUALITY MANAGEMENT REPRESENTATIVE	ÖZCAN GÜLEÇİN GENERAL MANAGER



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- Suggestions and complaints from customers and / or related parties regarding the inspection process of DZN can be sent electronically with the 'Complaint, Appeal and Suggestion Form' available on the website or by the Quality Management Representative or the relevant department manager or by the 'Complaint, Objection'. And the Suggestion Form '.
- After the complaint is received, the Quality Management Representative investigates whether the complaint is related to the activities carried out by DZN. If the complaint is not related to the activities of DZN, the complainant is informed in writing. If the complaint is related to the activities of DZN, the Quality Management Representative investigates the actions to be taken to resolve the complaint with the relevant department managers and informs the complainant within 7 days with the "Complaint, Appeal and Suggestion Form". Complaints, Objection and Suggestions are recorded in the Follow-up List.
- DZN, which handles the complaint, is responsible for collecting and verifying all the information necessary to validate the complaint. Appropriate correction and corrective action is initiated. The decision taken because of the evaluation made is notified in writing to the party that made the complaint / objection. It notifies the owner of the complaint / objection of the result within 1 month at the latest.
- If the complaint / objection of the related party continues and the complaint / objection cannot be resolved, the issue is transferred to the complaint and objection committee. The committee evaluates the complaint / objection and informs the General Manager for the implementation of the decision. The decisions taken by the committee are the final decisions of the organization.

### 5.6 Revision and Date

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PREPARED BY	APPROVED BY
HIRA SAQLAIN QUALITY MANAGEMENT REPRESENTATIVE	ÖZCAN GÜLEÇİN GENERAL MANAGER