

1. SCOPE

The aim of this procedure is to determine the method to be applied by FQC in the appeal and complaints oriented for the certification activities executed by FQC and appeal and complaints made regarding the certified organizations.

2. DEFINITIONS

Complaint: They are negativities that appear regarding the activities related to the control reports that it prepares for the parties for which it provides inspection service or the activities that it realizes in the content of the document related to the firm that it certifies, all of its workers giving services in its name, its policies, procedures and performance in the issue of the inspection activities and FQC's Certification activities of the organizations or other related parties.

Appeal: It is the demand of re-scrutinizing of the FQC's decision by the related party regarding the decisions that FQC has made related to any organizations or persons (certification, suspension, cancellation etc.).

Appeal and Complaints Committee: It is the committee assigned to the Certification activities by FQC General Manager for three years and composed of totally 1 persons. In the audit operations, the appeal and complaints are evaluated by the Management Representative instead of the committee and the decisions which are subjects of the appeal and/or complaint are re-evaluated.

3. RELATED DOCUMENTS

FQF.15 Complaint Evaluation Form

FQF.12 Corrective Preventive Action Form

Appeal and Complaints Committee Meeting Agenda and Decisions

ISO/IEC 17021-1:2015

ISO/IEC 17065:2012

TÜRKAK, UAF, IAS, GSTC, ASI ve DAkKS Standard and Guidelines

Regulation on Good Agricultural Practices Published in the Official Gazette dated 7/12/2010 and numbered 27778

FSSC 22000 Procedures and Guidelines

4. APPLICATION

FQC offers public access to this document describing how the received complaints and appeals will be handled in its web site www.fqcglobal.org. FQC offers public access to this document describing how the received complaints and appeals will be handled in its web site. Persons who give their opinions during the process starting from the receipt of complaints and appeals until their conclusion are obliged to act based on the principle of neutrality and should not make any discrimination towards the person bringing that complaint or inquiry. Persons who will be charged with tasks during this process should also maintain the principle of confidentiality. These persons should also be irrelevant with the subject of the complaint and appeal and apart from the persons who gave certification decision and auditors.

4.1 Complaints related to the Certification Activities Complaints

Upon receipt of a complaint, FQC confirms whether the complaint is related to certification activities for which it is responsible. If the complaint is about the certification activities, it will deal with the complaint. If the complaints is related to a certified client organization, the effectiveness of the certified management system is taken into account in the interrogation of the complaint.

The complaints in the issues of the audit reports, audit teams, content of the audit, regarding the certification activities can be realized in writing or verbally by the related organizations. The related complaints are

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recorded to the Complaint Evaluation Form by the personnel getting the complaints and are conveyed to the Management Representative. The corrective action is started for the section which is subject to the complaint by the Management Representative.

The Management Representative meets with the manager of the department which is subject to the complaint in the Complaint Evaluation Form and corrective activity form and collects the data related to the complaint within at most (2) two working days. All data collected related to the complaint are sent to the Appeal and Complaint Committee member. The complainer is notified regarding at which stage the operation which is subject to the operation is and the following stages verbally and in writing. The consensus is reached with the committee member and ensures that the committee meets within maximum (2) two working days and examines the complaint issue in details and makes decision about it. The Head of the Certification Body is also notified regarding the issue simultaneously with the Appeal and Complaint Committee member.

During the evaluation made by the committee regarding the nature of the complaint, the committee member can make information demand from the Department Responsible, Management Representative and/or Head of the Certification Body. In the direction of the decisions made by the Committee, the Management Representative fills the "activity to be realized" section of the corrective activity form and notifies the customer regarding the decision made and application stages. The activity is resulted within maximum (1) one month as of the complaint date. The result of the complaint is notified to the complaint owner party in writing. The corrective activity started is closed by the management representative.

4.2 Complaints made regarding certified organizations

The complaints made in writing or verbally to the FQC web site or FQC company headquarters regarding and certified organizations are recorded to the Complaint Evaluation Form and Corrective Activity Form by the personnel getting the complaints and are conveyed to the Management Representative. The customer is notified primarily regarding the operations to be realized for the complaint by the Management representative. If there is a method that the customer demands regarding the notification, it is paid attention to make notification accordingly.

The complaints arising from the nonconformities in the quality system of the certified organization are notified to the related organization in writing by the Management Representative and it is requested from the organization that it should give written information regarding the arrangements that it has realized or will realize regarding the complaint made about it within (1) one week.

All data collected in the issue of the information coming and complaint are sent to the Appeal and Complaint committee member as preliminary information by the Management Representative. The complainer is notified regarding at which stage the operation which is subject to the operation is and the following stages verbally and in writing. The consensus is reached with the committee member and ensures that the committee meets within maximum (2) two working days and examines the complaint issue in details and makes decision about it. The Head of the Certification Body is also notified regarding the issue simultaneously with the Appeal and Complaint Committee member.

During the evaluation made by the committee, the committee member can make extra information demand from the certified organization according to the nature of the complaint. Also, it can make information demand from the department following operational operations belonging to the certified organization, audit team members realizing the inspection of the certified organization and from the Management Representative and/or the Head of the Certification Body in the name of the examination of the compliance with the procedure in operation, legal requirement and accreditation rules.

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The committee can make decision to realize inspection again in the organization by being based on the important of the compliant or it is controlled whether the records related to the complaint made are kept properly in the inspection made in the organization at the date of the normal inspection. In the light of all data, the decision taken by the committee is taken into application. The customer is notified again after the committee decision.

The coming information is conveyed to the committee by the Management Representative in accordance with the operation in the certified organizations.

The notifications are made definitely in writing responsible to the complainer parties regarding the results of the applied decisions by being evaluated by the committee for the certified organizations. The follow-up of all corrective activities started and the operations of the closure of the corrective activity when the complaint is resulted are realized by the management representative.

4.3 Appeals

In case of appeal to the decisions taken by FQC (certification, withdrawn, suspension, etc...), the Appeal Complaint Evaluation Committee is run as a place of solution. For the complaints arising from management systems, the request of the objecting person is transferred to appeal and complaint committee and committee is invited for a meeting. Topics discussed at a meeting of the Appeals Complaint Evaluation Committee. As a result of the decision in writing of the results are transmitted to the client.

After the FQC receives the appeal, it collects and verifies all necessary information for the appeal to be valid.

Committee may apply knowledge of Management Representative and / or the General Manager in decision making in cases where deems necessary. Also still can receive technical support from the lead auditor / auditor where deems necessary. In cases where the client does not accept the results of the committee for Management Systems, related courts are addressed for legal solutions. After receiving the appeal, FQC collects all the necessary information for it to be valid and verifies it.

4.4 Notification of the related Parties

As all appeal s and complaints received by FQC are extremely confidential, the third parties are not notified in any situations in the issue of the appeal s/complaints and results. When deemed required, it is allowed to be observed only by the organizations accrediting FQC. When it is at issue to give information to the legal authorities, the related customer is definitely notified.

In the following cases;

- The decision of the complaint and appeal committee is not accepted by complainant or the complainant is not satisfy with the decision,
- The Complaint and Appeal Committee's complaint resolution time is exceeded, the complainant can apply to related accreditation institution for system certification.

REVISION INFORMATION		
Rev. No	Revision Date	Revision Explanation
0	01.11.2007	First publication.
1	20.08.2008	The procedure has been published again due to the fact that the appeal seciton has been detailed.
2	05.01.2011	Changes made for the IRCA Training system
3	12.02.2011	It has been revised as also covering all procedure inspection activities.

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4	01.11.2013	Some additions have been done for objections to Inspection activities.
5	04.08.2014	The decision of the complaint and appeal committee is not accepted by complainant or the complainant is not satisfy with the decision and the complaint and appeal committee's complaint resolution time is exceeded, the complainant can apply to related accreditation institution for system certification has been added in 4.4 Notification of the related Parties clause
6	02.03.2015	Muayene Sorumlusu tarafından yapılan muayene işlemlerine ilişkin şikâyet değerlendirmelerinin başka bir Muayene Sorumlusu veya muayene elemanı tarafından yapılacağı ve müşterinin muayene sonuçlarına tekrar (ikinci bir defa) itiraz etmesi halinde itirazın değerlendirilmesi için başka bir ekibin FQC tarafından firmaya yönlendireceği ve Firmanın istediği takdirde akreditasyon kurumuna başvuru yapma ihtimali olduğu belirtildi. Müşterinin haklı olması ve talepte bulunması durumunda, müşterinin bu olaydan kaynaklanan tüm mağduriyeti kuruluşumuz tarafından karşılanacağı belirtildi.
7	10.05.2016	İtirazı aldıktan sonra, FQC geçerli olması için gerekli tüm bilgileri toplar ve doğrular.
8	01.11.2016	4.3 Maddesine, FQC, itirazı aldıktan sonra, itirazın geçerli olması için bütün gerekli bilgiyi toplamakta ve doğrulanmasını yapmaktadır. Bilgisi eklendi
9	01.12.2017	İtiraz Değerlendirme Komitesi yazan yerler itiraz ve şikayet değerlendirme komitesi olarak değiştirildi.
10	14.02.2022	Corrections and additions were made for ITU, FSSC 22000, GSTC, ASI.
11	24.03.2023	Corrections were made throughout the procedure.

PREPARATION MANAGEMENT REPRESENTATIVE	APPROVAL MANAGING
	