



OBJECTION AND COMPLAINT ASSESSMENT PROCEDURE

1. PURPOSE

UGMCERT Certification is to create a method that includes the policy and conclusion for the evaluation, resolution, handling of complaints and objections from suppliers or other interested parties regarding Certification or any other related issue. This method; It has been determined in accordance with the principles of Impartiality, Competence, Responsibility, Transparency, Confidentiality and Risk-Based Approach.

2. RESPONSIBILITIES

- The Management Representative is responsible for receiving all objections and complaints from Customers/Companies.
- The Product/System Certification Manager is responsible for receiving complaints from suppliers.

If the complaints about the supplier are not multidimensional, the result is reached by mutual negotiations without a committee meeting.

- The “Objection and Complaints Evaluation Committee” is responsible for the evaluation and conclusion of the objections and complaints.
- The lead auditor or controller is responsible for leaving the “Objection and Complaint Evaluation Form” to the customer and explaining the application procedures to the customer.
- The representative of the Management is responsible for all actions of the objections and complaints that come later.

3. SCOPE

It covers the handling and evaluation of all objections and complaints from the Customer/Supplier companies.

4. DEFINITIONS

Complaint: Negative applications made by related parties about the activities of UGM CERT Certification.

Objection: Applications made by customer companies in order to re-evaluate the decisions taken by UGM CERT Certification.

5. APPLICATION

- Objections and complaints to UGM CERT Certification can be made verbally or in writing. Verbal objections and complaints are processed in the Objection and Complaint Evaluation Form by the Management Representative.
 - The Management Representative examines the matter and the Objection and Complaints Evaluation Committee Members are invited to hold a meeting.
 - This committee consists of 4 people. 2 of them are staff of UGM CERT Certification; the other two consist of the following person and/or persons, which may vary depending on the area of the present complaint:
 1. Any of the certified customers of UGM CERT Certification
 2. Representatives of civil society
 3. Legal regulatory bodies or individuals
 4. Professional firms or individuals providing consultancy on management systems

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5. University representatives (Lecturer etc.)

If; If the committee considers that it cannot reach sufficient technical information on the subject, an external Technical Expert may also be invited. This expert does not have the right to vote; It has only the duty of informing the other committee members about the subject and providing technical information.

- Before the meeting, the management representative presents all the studies, researches, decisions taken and the main issues of the objection / complaint to the committee members at least 1 week before the meeting. After the meeting, the committee delivers its decision to the applicant in writing.
- During the evaluation of objections and complaints, the product/system certification conditions of the complainant are preserved. This period has been determined as 30 days.
- If the objection and complaint cannot be resolved despite the technical expert's knowledge and the customer does not approve the decision taken, this process does not exceed 2 weeks for the owner of the subject certification program. The subject is not technical; If it is related to a legal process, the legal process is initiated in Ankara Courts. Turak and the time periods in the court process are the options of the relevant unit; UGMCERT Certification has no chance to intervene on the subject.
- According to the committee's decision, corrective-preventive actions are initiated and the management is put on the agenda at the review meetings and the relevant details are discussed.
- Objections and complaints about product certification; It is finalized within two weeks at the latest from the application date and the customer is notified in writing. At the latest twenty days after the notification, verification is made whether the result is found satisfactory by the customer or the third party who made the application.
- All objections and complaints received by UGMCERT Certification and their content are confidential, and no information is given to third parties without the consent of the parties (customer and/or complainant) and the content of the information to be disclosed, except for legally or legally binding cases.
- Objection and Complaint Evaluation Form is left to the customer by the lead auditor/controller after all inspections. Information about how this process works is given. In addition, the customer is informed that they can access this form from our website.

6. RELATED DOCUMENTS

- Objection and Complaint Evaluation Form (FR-02-01)

Author/Organization Representative Approval	Approval/System Certification Manager Approval

Revision Information

Rev. No	Rev. Date	Rev. Explanation
00	-	First Release