



Complaints and Appeal Procedure

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PR.06	01.08.2018	00	--

1. PURPOSE

It is the explanation of the evaluation methods of objections and complaints from organizations or related parties regarding the management systems certification services provided by MLK.

2. TANIMLAR

OBJECTION: The case of not accepting a decision taken by MLK about any person/institution or organization within the scope of management systems certification services.

COMPLAINT: Within the scope of MLK's management systems certification services of organizations/individuals; their applications to MLK regarding the performance, procedures and policies, internal and external auditors, inappropriate situations (behaviour, attitudes, tensions, etc.) that may arise during the inspection regarding elevator inspection and inspection activities.

İŞK: Complaint and Appeals Committee

TKK: Committee Safeguarding Impartiality

Corrective Action: Action(s) taken to eliminate the cause of a detected nonconformity or other undesirable situation and to prevent its recurrence.

3. RELATED DOCUMENTATION

FR.25	Complaint and Appeal Committee Agreement
FR.35	Complaint and Appeal Evaluation Form
LS.12	Activity Follow-up Form

4. APPLICATION

- 4.1.** All kinds of objections and complaints made to MLK are received by fax or mail with the FR.35 Objection and Complaint Evaluation Form. At the same time, information is obtained from the complaints section on the website. It is recorded by the Management Representative. MLK; Responsible for collecting and verifying all information necessary to validate the objection and complaint.
- 4.2.** The organization applying for the management system certification service; In this context, in case of objection to the audit plan, audit date, assigned audit team, etc., the organization's request is received by the Certification Manager. The relevant parties are notified in writing that the objection has been received, and within 1 week at the latest, it is evaluated on the same form and if necessary, Corrective Action is initiated.
- 4.3.** In case the organization objects to the assigned audit team and requests a change, the Planning Officer is requested to write this request in writing and with its justifications. Evaluation of the justifications is made by the Certification Manager, and the relevant audit team is changed. If the results of the activity are not satisfactory by the relevant parties, the object of objection is placed on the agenda of the Objection and Complaints Committee (İŞK) by the Certification Manager.
- 4.4.** Objection Complaints and Committee (İŞK) is formed by the Certification Manager to consist of at least 3 people. Committee members sign FR.25 Objection and Complaints Committee Agreement according to PR.04 Committee Procedure.



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- 4.5.** Complaints received from organizations or other relevant parties (consumers, customers of the organization, institutions, etc.) regarding the services provided to MLK are recorded by the Certification Manager with the FR.35 Objection and Complaint Evaluation Form. Receipt of the complaint is notified to the relevant parties, it is evaluated within 1 week at the latest and Corrective Action is initiated if necessary. 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, this situation is made in writing to the organization.
- 4.6.** If the results of the activities carried out regarding the complaint are not found satisfactory by the relevant parties, the subject of the complaint is placed on the İSK agenda by the Certification Manager.
- 4.7.** The persons to be elected to the committee, the object of objection or complaint, are formed by taking into account the principles of impartiality. The Committee for the Protection of Impartiality (TKK) examines and evaluates the impartiality of the committee members. İŞK has full independence in its decisions and is not influenced by any authority.
- 4.8.** The decision taken by İŞK is sent to the relevant party within 15 days at the latest after the meeting date. Records of the complaints resulting from the operation of the PR.05 Correction and Corrective Action Procedure are kept in the Certification Manager and a copy of the LS.12 Activity Tracking List is presented to the Management Representative before the management review meeting. If an application that will affect the MLK management system is required as a result of an objection or complaint, the necessary action is initiated by the Management Representative.
- 4.9.** Customer complaints that reach MLK, arising from the inconsistencies in the management system of the certified organizations, are notified to the organization in writing and information about the arrangements made/to be made regarding the complaint made from the organization is requested by the Certification Manager within 2 weeks at the latest. Incoming information is evaluated by İŞK, an audit can be carried out in the organization according to the decision taken, or it is checked whether the records regarding customer complaints are kept regularly during the audit of the organization on the planned audit date.
- 4.10.** When the complaints and objections made to the Certification Committee decisions taken as a result of the audit activities reach MLK, the subject of the objection/complaint is informed by the Certification Manager to be included in the İŞK agenda.
- 4.11.** The date on which the objection/complaint will be discussed and the CV of the İSK members 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 objects to one of the İŞK members, provided that he/she declares a justified reason, a new member is included in the İŞK. The CV of the new member is sent to the relevant party and its confirmation is received.
- 4.12.** İŞK evaluates the issue and may seek expert opinion when necessary. Experts who will give opinions in management systems must have at least 2 years of Lead Auditor experience and have performed at least 2 audits in the relevant sector. İŞK gives its final decision within 15 days following the receipt of the objection to MLK. The decision is taken on the basis of majority vote.
- 4.13.** The decision of İŞK is notified in writing to the organization/person making the objection and the Management Representative by the Certification Manager and archived.
- 4.14.** Statistical evaluations are made about the objections and complaints informed to the Management Representative by the Certification Manager and these evaluations are submitted to the Management Review meetings by the Management representative.
- 4.15.** The decisions taken by İŞK are of a solution nature and are indisputable. If the decision of this committee is not found sufficient by the objector or the complainant, the subject is T.C. The matter to be referred to the courts is notified to the relevant party.



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- 4.16.** The objector/complainant and the object of the objection/complaint are kept confidential and care is taken not to compare the two parties. The evaluation period is declared to both parties according to the type of objection/complaint. It is taken into account that this period does not exceed 15 days.
- 4.17.** The subject of the objection/complaint and its owner are notified in writing under the coordination of the Certification Manager, and the relevant records are kept.
- 4.18.** MLK; Upon receipt of the objection/complaint, it confirms whether the objection/complaint is related to the management systems certification services in which it operates.
- 4.19.** If the complaint is about a documented customer, the effectiveness of the documented management system is taken into account when questioning the complaint.
- 4.20.** The complaint is directed to the certified body mentioned by the MLK within an appropriate period of time. The follow-up of the subject is carried out by the Certification Manager.
- 4.21.** MLK's professional liability insurance comes into the picture if the customer has suffered damage and her complaint is justified.
- 4.22.** MLK; together with the organization and the complainant, the subject of the complaint and its solution will be given to the public, and if so, to what extent.
- 4.23.** The application form for objections and complaints is kept up-to-date and open to the public on the MLK website.