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1. OBJECTIVE

The objective of this procedure is to determine the method to be applied in appeals and complaints against system certification activities carried out by ASB and appeals and complaints about certified bodies.

2. DEFINITIONS

Complaint: ASB's performance, procedures, policies and all employees serving on behalf of ASB's certification activities, the company it certifies, and the activities carried out within the scope of the certificate are reported to ASB through organizations or other interested parties.

Appeal: It is the inability to reach an agreement despite the decisions taken by **ASB** (in case of complaint, etc.).

Appeals and Complaints Evaluation Committee: It is a committee consisting of 2 persons appointed by the Chairman of the **ASB** Board of Shareholders.

3. RELATED DOCUMENTS

ASB.FR.45 Complaint and Appeal Evaluation Form

4. APPLICATION

4.1. Complaints and Appeals Committee

An independent committee is formed by the **ASB** top management to evaluate complaints and appeals. This committee is composed of people different from those who made the certification decision and the auditors who conducted the relevant audit. This committee consists of a member who is familiar with legal issues and a lead auditor who is familiar with management systems. A committee membership agreement is signed between all committee members and **ASB** and the formation of the committee is completed.

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Complaints and appeals are received by the Management Representative and forwarded to the Complaints and Appeals Committee.

4.2. Complaints Related to Certification Activities

Regarding system certification activities, complaints about audit reports, audit teams, audit content, etc. are made by the relevant organizations, in writing, verbally or by using the website.

The relevant complaints are recorded *in the Complaint Evaluation Form* by the personnel receiving the complaint and *forwarded to the General Manager and Management Representative.*

The complaints are evaluated by the relevant department manager, *the General Manager and the Management Representative* within (7) seven business days and *the Management Representative* provides preliminary information to the complainant in writing and *may be sent to the Appeals and Complaints Committee* depending on the nature of the complaint.

Complaints about audit reports, audit teams, audit content, etc. *are* evaluated *by the* Appeals and Complaints *Evaluation Committee*. The Committee decides on the complaints received within 15 days at the latest. *The Management Representative* also participates in the evaluation and acts as a rapporteur and delivers the results of the decisions taken and the activities carried out to the relevant parties within one (1) month at the latest from the date of the complaint. The decision *of the Appeals and Complaints Committee* is the final decision. At least one of the Committee members may make a decision on behalf of the Committee. Or, where necessary, the decisions *of the Appeals and Complaints Committee* are taken unanimously. In cases where a committee meeting is required, the meeting minutes of the issues discussed and decisions taken shall be prepared. The minutes of the meeting shall be signed by the participants. *The Appeals and Complaints Committee* may convene at any time if needed. However, regardless of whether there is a need or not, a meeting is held 2 weeks before the last *Management Review* meeting of the year and the issues discussed are recorded in the *Meeting Minutes* by the *Management Representative* and distributed and kept if deemed necessary.

In line with the decisions taken after the meeting or after the evaluation made by *the Management Representative*, necessary corrective actions are initiated.

In case the complaint is related to the Management Representative, the subject of the complaint *is recorded in the Complaint and Appeal Evaluation Form* by the personnel receiving the complaint and *forwarded to the General Manager*. The received complaint is evaluated *by the Complaints and Appeals Evaluation Committee*. The results of the

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decisions taken and the actions taken are delivered to the management representative within 15 days at the latest from the date of the complaint. The decision *of the Appeals and Complaints Committee* is the final decision. At least one of the Committee members may make a decision on behalf of the committee. Or, where necessary, the decisions *of the Appeals and Complaints Committee* are taken unanimously. In cases where a committee meeting is required, a minutes of meeting shall be prepared about the topics covered and decisions taken. Minutes of the meeting shall be signed by the participants. *The Appeals and Complaints Committee* may convene at any time if necessary.

If the complaint is about the General Manager, the subject of the complaint *is recorded on the Complaint and Appeal Evaluation Form* by the personnel receiving the complaint and *forwarded to the Management Representative*. The received complaint is evaluated *by the Complaints and Appeals Evaluation Committee*. The results of the decisions taken and the actions taken are delivered to the General Manager within 15 days at the latest from the date of the complaint.

In case the complaint is related to the committee members who are in the Complaints and Appeals committee and who are also the auditors of ASB, the evaluation of the complaint will be handled and evaluated by at least 2 independent persons to be appointed by the General Manager and the committee member will be informed about the decision taken as a result of the evaluation and the action taken within 15 days at the latest from the date of the complaint.

4.2.1. Complaints about Certified Bodies

Written or verbal complaints placed via ASB *web* address or ASB company headquarters regarding certified bodies *are recorded in the Complaint Evaluation Form* by the personnel receiving the complaint *and forwarded to the Management Representative*.

Complaints arising from con-conformities in the quality system of certified bodies are notified in writing to the relevant organization by *the Management Representative* and the organization is requested to provide written information within 1 month about the arrangements it has made or will make regarding the complaint.

Incoming information is evaluated by the *Management Representative*. Based on the importance of the complaint, an audit may be carried out at the organization or it is checked whether the records regarding the complaint are kept regularly during the audit carried out at the organization on the normal audit date.

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All corrective actions initiated are followed up by *the Management Representative*. Information from the organization is transferred in writing to the organization making the complaint and information is provided.

In case of repetition of similar complaints or, for example, in case of complaints or complaints about a situation that concerns human life and society in general (such as product poisoning, etc.), the matter is urgently forwarded to *the Complaints and Appeals Committee*. The Committee discusses the matter urgently and takes a decision by majority vote within 15 days at the latest and records it with a minute. It ensures that the *ASB* takes immediate action. If the issue brings very serious risks and there is a need to inform the public, the complainant and the customer are also discussed. After a joint decision is made to clarify the scope of information to be provided, the issue is conveyed to units such as the media and public authorities. This prevents harm to other consumers in society.

4.3. Appeals

In case of appeals to the decisions taken by ASB (such as certification decision, complaint evaluation result decision, etc.), *the Complaints Evaluation Committee* takes a decision on the subject within **15 days at the latest** and this decision is shared with the appellant in order to receive, validate, investigate the appeals and to decide what actions to take in response, taking into account the results of previous similar appeals. Nevertheless, if the appellant remains unconvinced and continues to object, the place of resolution is the Turkish Courts.

In case of an appeal, the appellant's grounds for appeal are carefully examined by *the Appeals and Complaints Committee*. The Committee also receives all information from the *ASB* and, if necessary, the audit team and meets to determine whether the appeal is justified or unjustified. At the meeting, the matter is scrutinized with great care. During the review, it is also taken into account whether there has been a previous appeal of this kind. After reviewing all the data, the Committee takes a decision by voting. This decision is also recorded in the minutes of the meeting. The decision is shared with both *the ASB* and the appellant. *The ASB* must comply with the committee's decision. The committee may request an audit with a different team again, or the appeal may be justified and the appeal may be implemented immediately. For these and all similar situations, *ASB* initiates a corrective action. It develops measures to prevent a similar appeal from occurring by effectively implementing the corrective action. *The ASB* will also inform the committee about these

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actions and ensure that the committee follows up on the matter.

In case the appeal is based on a decision taken by the Management Representative, the appeal **is recorded on the** Complaint and **Appeal Evaluation Form** by the personnel receiving the appeal **and forwarded** to the General Manager. The received appeal is evaluated **by the Appeals and Complaints Committee**. The result of the decisions taken and actions taken shall be delivered to the management representative within 15 days at the latest from the date of the appeal.

If the appeal is received based on a decision taken by the General Manager, the subject of the appeal **is recorded on the** Complaint and **Appeal Evaluation Form** by the staff member receiving the appeal **and forwarded to the Management Representative**. The appeal received is evaluated **by the Appeals and Complaints Committee**. The result of the decisions taken - actions taken shall be delivered to the General Manager within 15 days at the latest from the date of the appeal

In case the appeal is based on the decision taken by one of the committee members who are also the auditors of ASB, the appeal is handled and evaluated by at least 2 independent persons to be appointed by the General Manager and the committee member is informed about the decision taken and the action taken as a result of the evaluation within 15 days at the latest from the date of the appeal.

4.4. Informing Related Parties

All appeals and complaints received by the **ASB** are strictly confidential and will not be disclosed to third parties under any circumstances.

If deemed necessary, they are only allowed to be seen by the institution accrediting ASB. In the event that legal authorities are to be informed, the relevant customer shall be notified.

4.5 Records

All records related to satisfaction and complaints on the **ASB** website are reviewed by **the Management Representative and the General Manager** and necessary actions are planned and implemented as soon as possible. All records are kept by **the Management**

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Representative in a folder where complaints and satisfaction are tracked.

REVISION DETAILS		
Rev. No	Revision Date	Revision Explained
01	05.05.2025	The definition of controlled copy stamp has been removed. It is replaced with "Printed documents are uncontrolled copies. Current documents can be accessed from Server and Web page. " has been added.

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