GUIDANCE ON HANDLING COMPLAINTS

1.0 PURPOSE

The purpose of this procedure is to define the method to be applied for receiving, evaluating and deciding on appeals and complaints and to define how to cooperate with its clients in relation to the services it provides. The objectives of this guide are described below in general terms;

- Consideration of client complaints for possible nonconformities in test reports and services provided to the client.
- Investigation and examination of possible nonconformities identified in the complaint form using all available information and data.
- Identify and create actions against the situation complained about.
- Complaining to suppliers for non-fulfillment of contracts or similar agreements.

2.0 SCOPE

This guide covers the Complaints requirements for USB Certification Test Muayene Laboratuvar Belgelendirme Hizmetleri A.Ş. according to the requirements specified in TS EN ISO/IEC 17025 7.9 and TS EN ISO/IEC 17065 7.13.

3.0 RESPONSIBILITY

All USB Certification employees are responsible for reporting complaints and requests to the laboratory, determining the cause of the complaints and requests for which they are responsible, conducting the necessary work on the complaints and forwarding them to the Quality Manager and taking corrective actions regarding nonconformities. The Quality Manager is responsible for evaluating the complaints and requests, notifying the complainant in writing with the reasons that the complaint is not related to the laboratory activities as a result of the preliminary evaluation of the complaints submitted to the laboratory, providing written information to the complainant about the actions taken as a result of the complaint, and documenting the results of closed complaints and client requests.
Sample Acceptance and Reporting Unit Supervisor is responsible for ensuring that client problems are resolved accurately and on time by ensuring effective follow-up of client complaints and requests. In addition, he/she is responsible for developing a strong and reliable relationship with clients and responding to client requests as quickly as possible.
Laboratory Manager and Industrial Certification Manager are responsible for ensuring that activities are carried out in accordance with this procedure and approving the effectiveness of the activities carried out.

4.0 PROCEDURE

4.1 Complaint Subjects

Complaints to USB Certification are exemplified below but are not limited to these situations.

- Complaints and appeals about analysis results
- Quality of communication, inability to reach the relevant people,
- Providing inadequate information to the client,
- Delayed service delivery,
- Error detection in analysis reports (client name, address, sample description, etc.),
- Deviations after Offer / Contract,
- Complaints about quality of testing and service (technical expertise of staff, instrument traceability, etc.),
- Complaints about the billing process
- Late issuance of CE certificate
- Missing data in the product certification report
- Incomplete/incorrect company information in CE certificate

Table 1 Sample Complaint Subject and Resolution Steps

Complaint Subject	Solution Steps
Incorrect analysis result	1- Acceptance and processing of the complaint
	2-Inappropriate Job opening
	3- Opening a Corrective Action
	4-Repeat Analysis and Revision of the Report
	5-Performing Root Cause Analysis
	6-Closure of Corrective Action
	7 - Informing the client
Wrong billing	1- Acceptance and processing of the complaint
	2-Inappropriate Job opening
	3-Opening Corrective Action if necessary
	4-Correction of the invoice
	5 - Informing the client
Prolonged analysis-reporting time	Informing the client
CE Certificate Entering incorrect product information	1-Inappropriate Job opening
	2-Opening Corrective Action if necessary
	3-Correction of product information
	4-Certificate revision
	5 - Informing the client
Incorrect entry of sample information in the report	1-Inappropriate Job opening
	2-Correction of sample information
	3-Report revision
	4 - Informing the client

4.2 Defining the Grievance

Complaints made verbally or in writing by the client are accepted by the Sample Acceptance and Reporting Unit. Information about the complaint is recorded with the *"Complaint and Objection Form*" and forwarded to the Quality Manager. This form contains information about the company-person making the complaint, the subject of the complaint, etc.

A complaint is defined as a client expressing an opinion about the requirements specified in the services provided. The fact that a complaint has been filed does not necessarily mean that non-compliance has been found. Therefore, the definition must be made correctly before proceeding to the next stage. In eliminating the nonconformity subject to the complaint, action is taken according to the "*Control of Inappropriate Work Procedure".*

4.3 Complaint Management

The complaint is numbered by the Quality Manager on a yearly basis in the form of Year/Sequence No. The sequence starts from 01 and continues by increasing by one. For example; 2023/01, 2023/02...

The Quality Manager evaluates the complaints together with the Laboratory Manager and Industrial Certification Manager and records them in the Quality Manager *"Complaint and Appeal Monitoring Form*" for justified complaints.

If the complaint arises from laboratory activities, it is treated as a justified complaint and the complainant is informed by the Quality Manager / Sample Acceptance and Reporting Unit Supervisor that the complaint is accepted and processed.

Acknowledgment of Receipt and response must be sent to the Client for all justified/unjustified Complaints received by the Laboratory and records must be maintained.

The follow-up of the complaint received by USB Certification and the actions to be taken are carried out in accordance with the *"Control of Inappropriate Work Procedure".* Corrective action is not initiated for each complaint. The Quality Manager and / or Laboratory Manager decides whether there is a need for corrective action in the complaints received by the laboratory within the scope of *the "Correction and Corrective Actions Procedure"*. In cases where corrective action must be initiated, the Corrective Action box is checked in the *"Complaint and Appeal Form*" and the necessary actions are initiated. If the complaints are continuous and/or there is a possibility of recurrence in the future, corrective action is initiated and followed up.

If the complaint resolution takes more than 7 days, the client is informed again through the same channel that the investigation is ongoing.

For justified complaints, the Quality Manager determines the unit subject to the complaint. The responsible of the activity plans the activities to resolve the complaint and processes it in the *"Complaint and Appeal Form*", the complaint file is opened and the necessary activities are initiated.

In principle, the validation, review and finalization of complaints are carried out in accordance with TS EN ISO 17025 General Requirements (Impartiality and Confidentiality) (the results to be notified to the complainant are prepared, reviewed and approved by the person(s) not involved in the laboratory activities subject to the complaint).

The result of the activities carried out in relation to the business and transaction subject to the complaint is sent to the addressee within the framework of the "Regulation on the Procedures and Principles to be Applied in Official Correspondence".

The following documents must be included in the file created for complaints.

- If available, written Grievance submitted by the client
- Laboratory's response to the complaint
- If available, feedback from the client;
- Root-cause analysis
- Objective evidence of Correction and/or Corrective Action

After the correction and/or Corrective Actions are carried out, the activities are checked by the relevant Quality Manager and entered into the Pruva Corrective Action Module and uploaded with objective evidence.

The appropriateness of the activities carried out as a result of the complaint is examined and evaluated by the Quality Manager and Laboratory Manager. If the activities are deemed sufficient, the Quality Manager or, if necessary, the Sample Acceptance and Reporting Unit Supervisor notifies the complainant in writing and the complaint is closed.

All complaints are evaluated separately at the Management Review (MDG) meetings held in accordance with the "*Management Review Procedure*" for monitoring and evaluation purposes in terms of USB Test Inspection Laboratory Certification Services Inc.'s service adequacy and improvement opportunities.

5.0 RELATED DOCUMENTS AND RECORDS

Document Number	Title or Description
UQMS-F-TR-2070	Complaint and Appeal Form

UQMS-F-TR-2080	Complaint and Appeal Monitoring Form
UQMS-P-TR-2030	Correction and Corrective Action Procedure
UQMS-P-TR-2100	Management Review Procedure
UQMS-P-TR-2033	Procedure for Control of Inappropriate Work