



DEALING WITH COMPLAINTS AND OBJECTIONS PROCEDURE

1.0 AIM

Execution of PCA's audit, certification, operational activities and/or reception and resolution of the received objections and complaints about customers (such as using document and logo)

2.0 SCOPE

This procedure, includes all the activities of PCA CERTIFICATION.

3.0 RESPONSIBILITIES

Quality Management Representative: It is management representatives responsibility to examine the complaints and objections reaches to PCA, to gather Complaints and Objections Assessment Committee and to deliver the committee decision to relevant parties. If the Management Representative is a party of the relevant complaint and/or objection, than that is the responsibility of Certification Manager.

Objection and Complaint Assessment Committee: It is Objection and Complaint Assessment Committee's responsibility to assess and resolve the complaints and objections reaches to PCA. Assessment should be done properly according to the legal requirements, standards according to the objections (ISO 9001, ISO 14001, ISO 22000, ISO 13485, ISO 50001, ISO 27001) and to standards PCA obliged to comply (ISO 17021, ISO 50003, ISO 27006, ISO 22003-1) and PCA's procedures.

4.0 DEFINITIONS

4.1 Complaint

Any displeasure about PCA policy, procedures, regulations, activity, performance, temporary or permanent staff, organizations certificated from real or legal entity for all stages from receiving the application to the certification.

4.2 Objection

Opposition to the decisions PCA made during the certification activities.

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5.0 **Implementation**
5.1 **Complaints**

No	Complaint Type
1	Complaint about PCA office services; <ul style="list-style-type: none"> - Fail to reach relevant persons, - Delayed transmission of the offer, - The documents the customer is supposed know are insufficient or inaccessible, - The period that the document is amended and transmitted is delayed, - Delayed or no transmission of materials such as flag, logo, bill etc.
2	Complaints about audit team and audit itself that could affect audit's impartiality, independency and productivity; Audit team's attitude and manner, Audit team's unethical behavior, Not using appropriate methods in audits, Not following the audit plan, Not providing added value etc.
3	Logo and document usage right is used out of the decided scope
4	Misusage of the logo which might cause misunderstanding like the product certificate. For instance usage of the logo on the product
5	Misusage of the accreditation foundation's logo
6	Complaints received from the office or occupation groups the customers are related or members of
7	Complaints received from the relevant parties that benefit from customer product/service
8	Inappropriate news about the customers in written and visual press

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Personnel who receives the complaint presents the situation to the administration representative. All the complaints are recorded and evaluated under the file of "FR-39 Complaint Registration Form" in the way the customer stated. Administration representative should confirm that the complaint is about PCA activities or customers.

The Managing Agent summons the Objection and Complaint Evaluation Committee consisting of 1 president and 1 member from the related standard in the LS-34 Objection and Complaint Evaluation Committee List and 1 member from a different standard. The Objection and Complaint Evaluation Committee comes through an evaluation result by a large majority.

The team investigates the complaint should be competent on the subject. Those in the team, should not be the ones related to the complaint and be different from the ones decides the certification and auditing. Assessment team reports corrective and preventive actions needs to be taken to the Administration representative. Acceptance of the complaint, investigation and decision are handled in a way that will not lead to a discriminatory practice against the complainant.

Actions will be taken and responsables related to the complaints will be informed by the Administration representative to complainant in no later than one week in the same written form. from the date of receipt of the complaint, the result of the actions implemented Within 1 month, the complainant will be notified by the Management Representative.

The process which includes the evaluation of complaints, the launch, closure and implementation of required PCA is carried out by Managment Representative.

If the complaint does not accept the solution objections, the complaint turns into expostulation and the process will be handled according to expostulation process.

During the verification and examination of complaints and appeals, the results of previous similiar complaints and appeals are considered.

The determination of publishing, the subject and the solutions of complaints, will be given by PCA and the client. The information of client which obtaioned from sources other than client (the complainant, regulators) is handled according to PCA's consistency and confidentiality policy.

Without written consent, the information about a client or a person cannot be clarified to a third party. PCA informs the client or person if its needed to be provided by legal terms any information propounds privacy

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Number	Objection Type
1	The objections to decisions taken according to audit results (On-site and remote audits)
2	The objections to the audit team's major/minor nonconformities, observations or recommendations
3	The objection to audit team
4	The objection to decisions of clients complaints

5.2 OBJECTIONS

PCA personnel received the objection, fills FR-40 Objection registration form and forwards to Administration Representative. Administration Representative should identify if the objection concerns PCA actions or clients.

The customer must notify the objection of the decisions made as a result of the audit to PCA within 7 days. PCA, onsite and remote audits of records (images, audio, copy, scan, screenshot, etc.) destroy after 7 days of decision.

The Managing Agent summons the Objection and Complaint Evaluation Committee consisting of 1 president and 1 member from the related standard in the LS-34 Objection and Complaint Evaluation Committee List and 1 member from a different standard. The Objection and Complaint Evaluation Committee comes through an evaluation result by a large majority.

The team investigates the objection should be competent on the subject. Those in the team, should not be the ones related to the objection and be different from the ones decides the certification and auditing. Assessment team reports corrective and preventive actions needs to be taken to the Administration representative. Acceptance of the objection, investigation and decision are handled in a way that will not lead to a discriminatory practice against the demurrer.

If the objection is recognised, Actions will be taken and responsables related to the objections will be informed by the Administration representative to demurrer in no later than one week in the same written form.

The process which includes the evaluation of objections, the launch, closure and implementation of required PCA is carried out by Management Representative.

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The results of the previous Complaints and Objections should be taken into consideration before confirmation and investigation of the objection and complaint.

A customer or contact information about the customer or the person concerned shall not be disclosed to any third party without prior written consent. PCA, to ensure that the supply of information to a third party in cases where privacy laws requested by the customer or the person concerned are notified in advance about the information provided.

- When the committee decision is not accepted or supply satisfy by the compliant,
- When the committee objection resolution process exceeds the time limit,
- When the client refuses the decision taken by PCA
- The client has the right to court and/or accreditation body

6.0 RELATED DOCUMENTS

FR-39 Complaint Registration Form
FR-40 Objection Registration Form
LS-34 Objection and Complaint Assessment Committee

7. REVISION STATUS

No	Revision Date	Rev. No	Explanations
1	21.03.2022	06	Revision table has been added.
2	19.07.2022	07	Objection and Complaint Evaluation Committee's decision making style is defined.
3	03.12.2024	08	ISO 22003-1 has been added to the PCA's procedures and the standards it is obliged to comply with in the Appeals and Complaints Assessment Committee section.

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