

### 1.0 OBJECTIVE

- 1.1 To define the method to be followed in case the relevant parties do not agree with the decisions made by YBM.

### 2.0 SCOPE

- 2.1 All clients documented by YBM include affected individuals and organizations (related parties).

### 3.0 RESPONSIBILITIES

- 3.1 **Certification** Manager is responsible for evaluating the objection received from the client.
- 3.2 The Impartiality Committee and the certification committee are responsible for reviewing the formal objection made by the relevant party.
- 3.3 The General Manager is responsible for resolving complaints.

### 4.0 APPLICATION

#### 4.1 Complaints

- 4.1.1 Verbal or written applications made by private or legal persons regarding any issue related to YBM's performance, procedures, policies, full-time and contract personnel regarding its certification activities, or the activities or events of an organization it has certified within the scope of certification are treated as complaints.
- 4.1.2 P-14 Corrective Actions Procedure is applied for complaints received by YBM. Complaints are recorded on form (F-006) and **the Certification** Manager is informed.
- 4.1.3 **The Certification** Manager contacts the complainant to obtain information about the complaint and tries to resolve it.
- 4.1.4 As a result of the activity carried out, once the complainant's approval is received, the complaint is verified by **the Certification** Manager and closed.
- 4.1.5 If the complainant does not agree, the General Manager evaluates the issue in detail and notifies the relevant party in writing of the result.
- 4.1.6 If the result is in the same direction, the complaint is closed with the verification of the General Manager, if not, the relevant party is requested to submit a written statement if they do not have a complaint and the written complaint is submitted to the impartiality committee members consisting of at least 3 people (who are not parties to the complaint) for review. The result is recorded with the meeting record and the complainant is notified of the result in writing.
- 4.1.7 If the relevant party agrees with the decision, the complaint is closed positively.
- 4.1.8 If the relevant party does not agree, the relevant party reserves the right to initiate legal proceedings.

#### 4.2 Objection

- 4.2.1 An organization that has requested certification or has been previously certified may object to any decision of the YBM Certification Committee on matters that concern it. The organization may object within 30 days of receiving the decision notification that is the subject of the objection –Objections are recorded on the form (F-006).
- 4.2.2 YBM is responsible for all decisions taken during the objection handling process. In the evaluation of the objection (at least 2 certification committee members), the auditors and decision makers must be different persons.
- 4.2.3 If necessary, the committee evaluating the objection may call the customer representative who made the objection and the team participating in the audit to a meeting.
- 4.2.4 The decision is notified to the objector in writing.

#### 4.3 Complaints About Certified Organizations

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- 4.3.1 third parties or public institutions regarding certified organizations are handled within this scope.
- 4.3.2 Complaints arising from non-conformances in the quality system of certified organizations are notified to the relevant organization in writing by the **Certification Manager**, and the organization is requested to provide written information about the arrangements and corrective actions it has made or will make regarding the complaint made about it, within 30 days.
- 4.3.3 The information received is evaluated by the **Certification Manager**. Considering the importance of the complaint, a short-term audit may be conducted on the organization or, in a periodic interim audit, it is checked whether the issues related to the complaint are effectively implemented.
- 4.3.4 All corrective actions initiated are followed up by the **Certification Manager**.
- 4.3.5 Based on the information received from the organization, the work done to resolve the complaint is conveyed to the organization that made the complaint in writing and the organization is informed.

#### **4.4 General**

- 4.4.1 The objections and complaints regarding the non-conformity opened must be finalized within 60 days, and the meeting and decision of the TSK and certification committee members must be finalized within 90 days.
- 4.4.2 The person or persons who are parties to the objection/complaint cannot take part in the evaluation and finalization stages of the objection.
- 4.4.3 If there is an objection to the committee members who made the evaluations, another committee member is appointed in place of the member who is the subject of the objection and the evaluation is repeated.
- 4.4.4 In presenting, examining and deciding on objections/complaints, activities are carried out in line with the principle of equality and impartiality towards the person/institution making the objection/complaint.
- 4.4.5 All complaints, objections and disputes received by YBM are strictly confidential and are not disclosed to third parties within the framework of confidentiality.
- 4.4.6 If deemed necessary, only the institution that accredited the YBM will be allowed to view it. In case of information being provided to legal authorities, the relevant institution will be notified.
- 4.4.7 The Lawyer and General Manager appointed by YBM are responsible for following the legal process.
- 4.4.8 The highest place of resolution for objections and complaints is the Istanbul Courts of the Republic of Turkey.

#### **5.0 RECORDS**

- 5.1. Complaint / Objection Follow-up Form (F-006)
- 5.2. Meeting minutes (F- 002)
- 5.3. Corrective Action Request Form (F-004)

#### **6.0 REVISIONS**

- Complaints were added to the objections topic in Rev.1 and the objection and complaint evaluation and finalization process was restructured.
- Rev.2 Dispute and objection process detailed.
- Rev.3 Dispute was removed from the procedure.
- Rev.4 Changed Operations Manager to Documentation Manager.