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Guideline on Complaints and Appeals



TURKISH ACCREDITATION AGENCY

1. PURPOSE AND SCOPE

The purpose of this Guideline is to explain how natural or legal persons can make complaints about accreditation processes and appeals to accreditation decisions, and the methods that TÜRKAK will apply to handle and resolve complaints and appeals.

Other applications and requests on issues not defined in this guideline are handled within the framework of the relevant legislation and TÜRKAK regulations.

2. DEFINITIONS

2.1. Complaint

These are applications made by natural or legal persons to TÜRKAK regarding any issue other than the subject of appeal, regarding the accreditation assessment process carried out on behalf of TÜRKAK and the activities of experts and CABs working on behalf of TÜRKAK.

2.2. Appeal

Appeal is the application made by UDK to TÜRKAK for the re-evaluation of this accreditation decision in case of negative decisions regarding the accreditation process, such as rejection of the application, suspension or withdrawal of the accreditation.

3. MAKING COMPLAINTS

Complaints about TÜRKAK activities are generally may be related to;

- Handling of accreditation applications,
- Conducting accreditation assessments,
- The time taken to make the accreditation decision,
- The competence, attitude and behavior of TÜRKAK personnel or the assessment team during the assessment are not in compliance with TÜRKAK documents or ethical rules
- Partial or complete rejection of the accreditation application by TÜRKAK,
- Scope, day and assessors included in the assessment proposal made by TÜRKAK,
- As a result of the accreditation assessment carried out on behalf of TÜRKAK, the findings of the assessment team and corrective action requests, etc.

In addition, there may be complaints about the activities and services provided by accredited organizations within the scope of their accreditation.

Complaints can be made by accredited bodies, users of accredited services or third parties.

All kinds of complaints and appeals are handled by TÜRKAK within the framework of objective evidence and without making any discrimination based on the qualifications of real and legal persons and CABs, within the scope of situations that may cause a conflict of interest in terms of impartiality, the measures to be taken to prevent them from occurring and possible sanctions.

It is essential that complaints be sent to TÜRKAK in writing (**F507-01 Complaint/Appeal Notification Form can be used**) by mail or e-mail. Verbal complaints must also be put in writing



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by the complainant. Complaints must include, at a minimum, the complainant's name, surname and contact information, as well as a clear statement of the complaint. TÜRKAK may conduct research to verify the identity of the complainant when necessary.

After the evaluation of the validity of the complaint, if it is concluded that the complaint in question is valid, the complainant is notified by e-mail or official letter that the complaint has been evaluated and the name-surname and contact information of the person who will handle the complaint.

Complaints regarding CABs must first be made to the organization directly related to the complaint. If the result of the complaint cannot be obtained with this method, a complaint can be made to TÜRKAK. However, complaints that it is not deemed appropriate to inform the CAB about the issue and that the organization deliberately violates the accreditation rules can be forwarded directly to TÜRKAK.

It is essential that there are valid documents regarding the activity that is the subject of the complaint and that these documents are related to the activity for which CAB is accredited/applied for accreditation. If the information provided cannot be verified, no action will be taken.

In cases where complaints about issues regarding the general practices of the CAB or the activities of the parties to which it provides services are not directly resolved by the relevant CAB or when TÜRKAK deems it necessary, the CAB is asked to apply its own complaint evaluation procedure and report the results to TÜRKAK. CAB must report all its activities regarding the complaint (re-evaluation, corrective and preventive actions, internal assessment and management review, etc.) to TÜRKAK as soon as possible.

As a result of the application of the complaint evaluation procedure by the CAB, an extraordinary assessment may be carried out in cases where the complaint continues, there is a doubt about the adequacy of the measures taken by the organization, or if it is deemed necessary to examine the organization's compliance with TÜRKAK accreditation criteria.

If the subject of the complaint is about critical issues regarding the loss of impartiality and/or adequacy of the CAB, after the necessary verifications within the framework of confidentiality rules, TÜRKAK may carry out an extraordinary assessment to verify the evidence presented to it about the complaint on-site, without informing the CAB about the subject and content of the complaint. In this case, CAB is obliged to provide TÜRKAK with every opportunity to carry out the assessment safely. As a result of these assessments, if the complaint or notification submitted to the CAB is confirmed, the costs of the assessment are invoiced to the CAB. If there is no nonconformity in the assessment, the assessment proposal amount will not be invoiced to CAB.

Depending on the time it takes to finalize the complaint and the activities carried out regarding the complaint, a progress report may be sent to the complainant as an interim reporting.

As a result of the handling and evaluation of the complaint, the final response letter is sent to the complainant and, when necessary, other relevant parties by e-mail or official letter (depending on the request of the complainant) in accordance with the confidentiality rules, and the complaint is concluded.



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According to TÜRKAK policy, it is essential that complaints are resolved within thirty (30) days, if possible in practice, after they are submitted to TÜRKAK in writing. Complaints requiring the provision of information/documents from persons or organizations other than TÜRKAK must be concluded within thirty (30) days after the information/document in question is provided, and complaints requiring an assessment must be concluded within thirty (30) days from the completion of the assessment process.

4. MAKING APPEALS

Appeal applications can be made against the accreditation decisions taken by the Accreditation Decision Board. Appeal applications must be made in writing within thirty (30) days from the date of notification of the accreditation decision.

The appeal application must be made with a letter containing objective evidence. **For this purpose, F507-01 Complaint/Appeal Notification Form can be used.**

The appeal application must contain the following information:

- Date and number of the decision subject to appeal (if any),
- Reasons or justifications for the appeal,
- Name of the organization and person making the application,
- Person and contact information regarding the subject.

The appeal holder is notified by e-mail or official letter that the appeal has been evaluated and the name-surname and contact information of the person who will handle the appeal.

The validity of the appeal is evaluated by the person or working group that will evaluate the appeal, all activities related to the issue subject to appeal are reviewed and the reasons for the appeal are investigated.

Evaluations regarding the appeal are concluded by ensuring impartiality, without involving those involved in the decision subject to the appeal.

The final decision regarding the appeal is notified to the appellant in accordance with confidentiality rules.

When necessary, the activities carried out regarding the appeal are forwarded to the appellant party as a progress report.

Appeals must be decided within thirty (30) days from the date of application. Appeals that require the provision of information/documents from persons or organizations other than TÜRKAK must be concluded within fifteen (15) days after the information/document in question is provided, and appeals that require an assessment must be concluded within fifteen (15) days from the completion of the assessment.