



APPEALS AND COMPLAINTS EVALUATION PROCEDURE

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PAGE NO : 1 / 4

1. PURPOSE

This procedure aims to define the system for evaluating the complaints and appeals made by legal entities who want to apply during product certification processes within the scope of SCA's TS EN ISO / IEC 17065 standard.

2. SCOPE

It covers the appeals and complaints of the certification services provided by SCA.

3. DEFINITIONS

Appeal: Requests for legal persons to be re-evaluated regarding SCA's decisions within the scope of SCA's certification services

Complaint: Written or verbal negative applications made to SCA by legal entity SCA's certification activities unsuitable their services, performance, procedures and policies.

4. RESPONSIBLE

- General Menegar
- Quality Management Representative,
- Administrative Affairs Officer
- Technical Expert

5. APPLICATION

5.1. In case of any objections or complaints by individuals or legal entities regarding SCA's Quality Management System (QMS) or certification activities, they may fill out the Objection and Complaint Form available online at www.scaatex.com, or request the form verbally or in writing, complete it and submit it. Additionally, objections/complaints may be submitted in writing to the SCA email address. If a complaint is received verbally, the administrative affairs officer shall direct the complainant to complete the Objection and Complaint Form.

5.2. The reasons for appeal and complaint can generally be covered by:

- Appeal to the situation of corrective and preventive actions,
- Objection to the performance and development of the QMS and its processes,
- Appeal to infrastructure and resource needs,
- Appeal to the test results,
- Appeal to the certification decisions,
- Objections to document cancellation, suspension, extension or contraction,
- Appeal to termination, reduction, suspension of certification
- Complaints about the behaviors of SCA personnel that are not in compliance with the certification process
- Appeal and/or complaint to all confidentiality,
- Appeal and/or complaint to SCA personnel performing the certification process,
- Appeal and/or complaint about the behaviors of SCA that are not in compliance

5.3. The appeal period to the decisions regarding certification is 15 (fifteen) days following the notification of the decision.

5.4. The SCA informs the complainant and the appealant about the receipt of complaint or appeal.

Preparer
Quality Management Representative

Approving
Technical Manager



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PAGE NO :2 / 4

5.5. When the appeal/complaint is received by SCA, within 1 week, the Administrative Affairs Officer evaluates whether the complaint is related to the certification activities of SCA and sends the evaluation result to the general manager. If it is determined that the appeal/complaint is not related to the certification activities of SCA, the client is informed in writing by the Administrative Affairs Officer within 1 week.

5.6. If the appeal/complaint is related to the certification activities of SCA; the general manager appoints a technical expert who is not involved in the certification process.

5.7. Necessary work is carried out with the approval of the general manager to produce a solution with the appointed technical expert. If a solution is produced without a legal process and if this solution is appropriate by the appellant / complainant, the solution is applied and the Appeal / Complaint is closed. Result; the appellant/complainant is notified in writing within 30 (thirty) business days. As a result of the appeal and / or complaint being justified; process is started within the scope of [PR.05 Corrective / Preventive Procedures](#).

5.8. SCA notifies the complainant of this progress, report and result of the complaints.

5.9. The predicted solution; when considered inadequate by the appellant / complainant, with the General Manager instruction, the objection is submitted to the examination of at least one person for examination by the person or persons who have no prior relation but have sufficient knowledge and experience on the subject and can act independently. Independent technical expert evaluates the situation and prepares a report and the result is notified to the appellant / complainant in writing within 30 (thirty) business days.

5.10. If the objector / complainant does not accept the SCA's decision (if he is not satisfied), he can apply to the relevant legal authority (Accreditation Agency or Relevant Ministries). When the SCA exceeds the time to resolve the appeal, the appellant / complainant may apply to the relevant legal authority (Turkish Accreditation Agency or Relevant Ministries). Appellant / complainant can appeal against a decision taken by SCA within 30 days.

5.11. If the repetition of the test is not required after the appeal / complaint review and evaluation activities; justified reason is notified to the customer in writing. If the test repetition is required, the appointed technical expert informs the client to make the tests under the supervision of the client with GM approval.

5.12. If samples are deformed in tests, new samples are requested. After agreeing on the standard, test method and measuring devices used with the Appellant / Complainant, the tests previously performed by authorized personnel (on intact, untested samples) are repeated with the participation of the Appellant / Complainant.

5.13. If necessary, the date is determined; An informative meeting is held with the General Manager, Quality Management Representative, Administrative Affairs Officer and Appellant / Complainant. In this meeting, the complainant is informed about the applied standards, test methods, tests and the devices used in the tests.

5.14. If there is a difference in the results of the objection / complaint test; New test report is prepared for the test repeats and the previous report is invalid and no fee is charged.

5.15. If the results are the same, the previous report is considered valid and the test fee is collected.

5.16. Complaints made by the consumer in relation to a certified / contracted service are evaluated by SCA Technical Staff who are not involved in the certification process and the necessary research and examinations are carried out.

5.17. If the consumer complaint is justified, the certified / contracting organization is liable to cover the costs of the consumer / customer and the costs incurred by SCA.

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PAGE NO : 3 / 4

5.18. In case of complaints from legal authorities, the filing and correspondence required for the evaluation of the documents subject to the complaint, the canceled documents, informing the producer of the certificate, ensuring that the necessary measures are taken and confirmed by the producer are carried out. Complaints received from legal authorities are answered within the legal period.

5.19. The decision is notified in writing to the appellant and / or complainant within 30 (thirty) business days following the date of appeal. In view of the scope of the appeal and / or complaint (the criticality of the cause of the appeal and / or complaint, etc.) and the importance of the different activities of the SCA, the decision period may start and the elapsed time can be determined again.

5.20. If the complaint is related to any of the certification and test team members, this member is not involved in the decision processes and cannot participate in the decision regarding the solution.

5.21. If there is no agreement with the complainant as a result of the complaint review and evaluation, the objection process is carried out.

5.22. The appellant/ complainant reserves the right to apply to the judicial bodies.

5.23. Appeal / complaint criteria are recorded in [LST.15 Appeal / Complaint Tracking List](#). Appeal / complaint evaluation results and follow-up of implementation; Considering the QMS conditions and legal conditions, it is followed by QMR according to [LST.15 Appeal Complaint Tracking List](#).

5.24. SCA notifies the complainant or appellant formally after completion of the complaint or appeal process.

5.25. Records of all Appeals / Complaints made are kept in accordance with [PR.02.Control of Records Procedure](#).

5.26. At the end of the year or upon completion of the services provided to the company, SCA sends the survey, which consists of the questions in the FR-96 Customer Satisfaction Survey Form or the online version available at www.scaatex.com, to its clients via email. The results of the survey are evaluated during the Management Review Meeting.

6. RELATED DOCUMENTS

- 6.1.** PR.02. Control of Records Procedure
- 6.2.** PR.05. Corrective / Preventive Procedures.
- 6.3.** FR.95-EN Appeal-Complaint Form
- 6.4.** FR.96.Customer Satisfaction Survey Form
- 6.5.** LST.15.Appeal Complaint Tracking List

7. REVISION HISTORY

NO	EXPLANATION	REVISION NO	DATE
1	New publication of separation of quality management systems	00	02.02.2020
2	The codes of the documents (common document number) have been changed.	01	25.02.2022
3	The term "Administrative Affairs Manager" has been revised as "Administrative Affairs Officer." The phrase "Objection and Complaint Form available online at www.scaatex.com " has been added.	02	02.01.2025

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The phrase “or the online version available at www.scaatex.com” has been added to the description of the customer satisfaction survey.

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