

1. PURPOSE/SCOPE

1.1. Purpose of this procedure is to identify the method related to and parties responsible for handling and concluding suggestions, complaints and objections made by firms about the monitoring activities or by the related parties on process-basis and according to the principles of review, ISO / IEC 17020 standards and related regulations.

1.2. This procedure covers complaints and objections made by all legal entities or natural persons.

2. DEFINITIONS

2.1. Objection

➤ Claims made by any person or organization for review and reconsideration of decision made by ACE GLOBAL regarding any stage of the monitoring activity.

2.2. Complaint

➤ Expression of dissatisfaction; negative feedback received by ACE GLOBAL from any person or organization regarding ACE GLOBAL operations which generally require a response or action, excluding complaints.

2.3. Suggestion

➤ Feedback received from related parties for improvement of services or enhancement of methods.

2.4. Request

➤ All kinds of requests received from the related parties.

3. RESPONSIBLE PARTIES

3.1. General Manager

➤ To make a decision about the complaint and objection after the review process

3.1 Management Representative

- To decide on the personnel to handle the objection and complaint, and to submit the proposal to the General Manager for approval
- To follow up all objection and complaint processes
- To submit all records and reviews related to the objection and complaint to the General Manager

4. IMPLEMENTATION

4.1. General

➤ Acceptance and investigation of objections and complaints as well as handling such processes in a manner that is not discriminatory against the applicant are among the principles of ACE GLOBAL. Objections and complaints shall be handled and reviewed according to our company's Statement of Impartiality, Independency and Privacy.

TO BE ACCESSED BY ALL RELATED PARTIES

** Documents, which can be reviewed by all related parties of ACE GLOBAL and seen by internal and external parties, shall be in this category.*

*** Electronic copy is an uncontrolled document when printed.*

PREPARED BY
QUALITY MANAGER

APPROVED BY
GENERAL MANAGER

- Objections / complaints might be about any one of our company's operations or decisions or about any circumstances. The website generally explains and clarifies that the related parties are entitled to make objections and explains the method of such process, and correspondences with the related parties (contracts etc.) has specific directions. The website has a form specifically available for such purposes.

4.2. Types of objections – complaints to be received by customer / related parties;

- Objections and complaints made about results of monitoring;
- Complaints related delayed performance of service;
- Objections and Complaints about inaccurate information (customer name, change of address etc.) in the report;
- Objections and Complaints related to deviations after the contract;
- Complaints about the quality of monitoring and service quality (personnel training and quality, reliability and traceability of devices, reliability of management etc...)
- Objections, Complaints, claims and suggestions about any other matter. If possible, the Management Representative shall notify the applicant about receipt of objection – complaint.

4.3. Handing Objections

- Objections made by the related customer and / or related parties about the decisions made by ACE GLOBAL (performance of monitoring activities, behaviors of the inspection team; scope, duration and method of inspection etc.) shall be recorded on the webpage or using the “Objection, Complaint and Suggestion Form”, if the applicant cannot contact our company through other communication channels.
- Objections can be made within a period of 30 days following the date of service performed.
- Objections shall be reviewed by the related department officer and Management Representative within a period of (7) seven business days following the date of accepting the objection; the objection shall be investigated to see whether it is related to decisions made by ACE GLOBAL.
- If the objection is not related to decisions made by ACE GLOBAL, the objecting party shall be notified by the Regional Officer in writing.
- If the objection is related to decisions made by ACE GLOBAL, the Management Representative and related Regional Officer shall review the matter together.
- If necessary, the General Manager and Management Representative shall consult the Regional Officers and Expert Personnel to review the objections; it might receive information and assistance from people specializing in the matter and / or parties in dispute. The General Manager and Management Representative shall make a decision within a maximum period of 1 week. The decision shall be recorded to “Objection, Complaint and Suggestion Form”.
- The customer or parties shall be informed in writing about the decision made and actions to be taken within a maximum period of 7 days and, if necessary, feedback shall be requested.
- The Management Representative shall initiate corrective actions related to the action to be taken, and the follow-up shall be according to the Corrective and Preventive Actions Procedure.
- The objection handling and review process shall be concluded within a period of 30 days following the receipt of objection.
- If the decision made by the General Manager and actions taken do not satisfy the objecting party, the objecting party might seek legal remedies.
- Third parties or persons, excluding TURKAK (*Turkish Accreditation Agency*), related Ministries and Turkish Courts, shall not be informed about the processes and correspondences specified in this procedure.

TO BE ACCESSED BY ALL RELATED PARTIES

* Documents, which can be reviewed by all related parties of ACE GLOBAL and seen by internal and external parties, shall be in this category.

** Electronic copy is an uncontrolled document when printed.

PREPARED BY
QUALITY MANAGER

APPROVED BY
GENERAL MANAGER

Document Nr.	PR.16
Release Date	03.08.2020
Revision Nr.	00
Revision Date	-
Page Nr.	3 / 3

4.4. Handling Complaints

- Suggestions and complaints received from the related customer and / or related parties about ACE GLOBAL practices shall be recorded electronically using “Objection, Complaint and Suggestion Form” available on the company’s website or by the Management Representative or related regional officer.
- After receiving the complaint, the Management Representative and related Regional Officer shall investigate whether the complaint is related to the operations performed by ACE GLOBAL.
- If the complaint is not related to ACE GLOBAL operations, the applicant shall be notified by the Regional Officer in writing.
- If the complaint is related to ACE GLOBAL operations, the Management Representative and related Regional Officer shall determine and take the actions that are required for handling the complaint, and the applicant shall be notified within a period of 15 days.
- The Management Representative shall initiate corrective actions for the complaint and this corrective action shall be followed up according to the Corrective and Preventive Actions Procedure.
- After completing the processes initiated for the complaint, the Management Representative shall notify the applicant in writing.
- If a complaint is received about the personnel, the personnel shall be notified about then complaint. If necessary, the applicant shall be asked to present evidences confirming the subject of complaint. The personnel shall be asked to make a written statement about the complaint within a period of 10 (ten) days following the date of complaint (including evidences, if any). ACE GLOBAL shall review the statement.
- If the review confirms that the personnel are in the wrong, necessary actions shall be taken and the applicant shall be notified. If the review confirms that the personnel are actually right, the process shall continue without any interruptions and the applicant shall be notified.

5. RELATED DOCUMENTS

5.1. Objection, Complaint and Suggestion Form

5.2. Customer Objection, Complaint and Suggestion Follow Up Form

6. SCOPE OF REVISION

Revision Nr.	Revision Date	Comments
Revision 00	-	Initial Release

TO BE ACCESSED BY ALL RELATED PARTIES

** Documents, which can be reviewed by all related parties of ACE GLOBAL and seen by internal and external parties, shall be in this category.*

*** Electronic copy is an uncontrolled document when printed.*

PREPARED BY
QUALITY MANAGER

APPROVED BY
GENERAL MANAGER