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| **0** | **TAG** |  |
| **0A** | **REVISION HISTORY** | |  |  |  |  |  | | --- | --- | --- | --- | --- | | **NO** | **DATE** | **STATUS** | **REASON** | **REVISION** | | 0 | 01.04.17 | MAJOR | INITIAL ISSUE |  | |  |  |  |  |  | |  |  |  |  |  | |  |  |  |  |  | |
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| **0C** | **PREPARED BY** | CERTIFICATION MANAGER |
| **0D** | **REVIEWED BY** | MANAGEMENT REPRESENTATIVE |
| **0E** | **APPROVED BY** | GENERAL MANAGER |
| **1** | **PURPOSE** | To describe the style and format of all procedures and record forms established for use by TURCERT (This procedure shall be used as an example of such style and format). |
| **2** | **SCOPE** | This procedure shall apply to all documents which identify the activities and functions of TURCERT and shall be observed by all disciplines without exception |
| **3** | **RESPONSIBILITY** |  |
| **4** | **REFERENCES** | ISO 17021-1:2015- Clause 10: Management System Requirement For Certification Bodies.  IAF MD 5:2015- Determination Of Audit Time Of Quality And Environmental Management Systems. |
| **5** | **DEFINITIONS** | ISO 17000: 2004 Conformity Assessment -- Vocabulary and General principles |
| **6** | **PROCEDURE** |  |
|  |  |  |
| **7** | **RECORDS** |  |

1. **OBJECTIVE**

To describe measures that TURCERT certification has implemented as an organisation the way appeals are evaluated and decision are made and the process of receiving, investigating complaints and initiating appropriate corrective and preventive actions.

1. **SCOPE**

This procedure shall be applicable to all appeals and complaints received by TURCERT in relation to the certification and related services offered by TURCERT in all its operating regions within its accredited and non-accredited scopes of certification.

1. **RESPONSIBILITY**

1. Recording Appeals & compliant Admin Manager

2. Analysis of appeals and complaints Impartiality committee

3. Decision Making CB Manager

4. Monitoring of CAR Management Representative

5. Management Review Operations Manager

1. **REFERENCES**

ISO 17021-1:2015; Clause 9.7 & 9.8 requirements

1. **DEFINITIONS**

Appeal: An appeal is a plea / request preferred by a client of TURCERT to the highest decision making committee seeking a resolution on decisions made while handling of a compliant or dispute or a plea on a certification decision made by TURCERT.

Complaint: A complaint means where a client or other interested / affected parties, either in written and or verbal, identifying an unsatisfactory service and conduct of TURCERT auditor(s).

A complaint also means where an affected party, client or other interested party has either in writing or verbally identified an unsatisfactory service of TURCERT or conduct of TURCERT auditor(s).

**6** **PROCEDURE**

1. **APPEALS**
   1. TURCERT shall provide certification services as per documented procedures, meeting the requirements of accreditation criteria with focus on impartiality, competence, responsibility, openness and confidentiality during all stages of service delivery.
   2. However, appeals received from interested parties against decisions taken by TURCERT during its certification services delivery and associated processes shall be handled in non-discriminatory manner by an independent committee. TURCERT shall be responsible for decisions at all levels of appeal handling process.
   3. Appeals and complaints handling committee of TURCERT shall comprise CEO/ Certification Manager, Operations Manager, Management Representative, Admin Manager and a member of Committee of Impartiality. TURCERT may associate with a Technical Expert and or a legal advisor who can be the member of the committee, if required. Certification Manager shall be the coordinator for the appeals committee.
   4. No member of the appeals committee shall be a member of the audit team or worked as a technical team for a specific client for which appeal has been registered such that the appeals handling process of TURCERT is independent of its certification process of the specific client.
   5. The appellant must have provided complete information giving substantial grounds for appeal within the specified time scales. Provided these criteria is met, the appeals are recorded.
   6. Both the appellant and the relevant TURCERT personnel shall be entitled to be heard in confidence
   7. Appeals shall be registered by Admin Manager with all details and acknowledgement will be sent to the appellant within 7 working days. Register shall be updated with the action undertaken to resolve appeal upon completion of all the activities.
   8. Appeals committee shall review the appeal and discuss the circumstances necessitating the client to appeal and conclude the findings TURCERTed on the merit of each appeal and previous similar appeal.
   9. A predetermined date shall be decided for the hearing and the appellant’s representative informed of the hearing date to enable them to nominate a representative. Appellant’s representative shall be provided an opportunity to present their details.
   10. After providing opportunities to all concerned parties, a decision shall be given by the committee, which is binding on all concerned.
   11. The TURCERT Admin Manager shall write to the appellant informing them of the appeal panel decision, within 7 days of decision. During the appeal handling process, progress report is made available upon request of the appellant. If the appellant does not accept the decision the they may revoke the conditions of contract i.e., arbitration
   12. The decision of the appeals committee shall be reviewed by TURCERT Certification Manager and necessary corrective action taken to prevent recurrence of similar appeals and prevent occurrence of potential appeals in future.
2. **COMPLAINTS**

TURCERT Admin Manager shall register all the written or verbal complaints within scope of services provided in Corrective action request form. Once the complaint is registered, an acknowledgement / the receipt is sent to the complainant within 2 working days. TURCERT may also inform the progress of the resolution of the compliant, if required, in case of any delay in resolution. TURCERT shall be responsible for decisions at all levels of compliant handling process.

* 1. TURCERT Admin Manager shall review the complaint whether it relates to certification activities that TURCERT is responsible or whether a compliant relates to a certified client, which may require consideration of effectiveness of certified management system. Any compliant about a certified client shall also be referred by TURCERT to relevant client under consideration.
  2. TURCERT shall be responsible to gather all the information about the compliant and verify its validity.
  3. Analyse the root cause and identify the corrective actions needed within 15 days. Additional time may be considered for a specific complaint with justification, if required. 30 days is the maximum time frame after the first hearing or as decided in the first hearing as the target date for closure of the complaint.

1. If the complainant is not satisfied with the solution or if the time frame is exceeded the complainant may complain to the accreditation body.
2. The decision of the compliant shall be reviewed and approved by TURCERT Operations Manager or by Management Representative who not involved in the subject of compliant.
3. TURCERT Admin Manager Inform the client of the action taken and the resolution within 7 days of the completion of the action.
4. TURCERT Management Representative shall monitor effectiveness of corrective action and shall revise Quality System documents as required.
5. TURCERT shall determine along with the client and complainant, the extent of subject complaint and resolution which can be made public.
6. Log of appeals and customer complaints shall be maintained by TURCERT.
   1. **TERMS OF REFERENCE**

The Appeal and Impartiality committee is authorised by the TURCERT Certification Manger to investigate any appeal or complaints within its terms of reference.

It is authorised to seek any relevant information it requires from any member of staff of TURCERT or any relevant third parties, and all members of TURCERT are directed to co-operate with any reasonable request made by the Committee.

The Committee must adhere to the relevant standards, accreditation criteria and ISO 17021-1:2015 and TURCERT procedures.

The Committee is authorised by the Certification Manager to obtain guidance, if it considers it appropriate, to obtain legal or other independent professional advice and, if it considers necessary, to secure the advice or attendance of those with relevant experience.

The role of the TURCERT Appeals and Impartiality committee is to,

* + Address all complaints and appeals received by TURCERT impartially.
  + To be independent in resolving any Appeals and Complaints and shall uphold the integrity.
  + Counteract any tendency on the part of TURCERT to allow commercial or other considerations to prevent the consistent objectives in handling complaints and appeals received by TURCERT,
  + Decisions on Appeals and Complaints
  + Resolve all appeals and complaints within the specified time
  + Report to TURCERT management on the statuses of appeals and complaints made to TURCERT.

The committee members shall be selection shall be determined by the CB’s top management.

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| **7** | **QUALITY RECORDS** |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  | **Quality Record Title:** | | | **Retention Time** | |  |
|  |  |
|  | Complaints Appeal register | | | Indefinite | |  |
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