



RoyalCert Certification and Inspection Services Inc.

APPEALS AND COMPLAINTS ASSESSMENT PROCEDURE

1. PURPOSE

The purpose of this procedure is to define the methods and responsibilities for the receipt and evaluation of appeals and complaints.

2. DEFINITIONS

Complaint: Any negative feedback, expressed verbally or in writing, regarding RoyalCert's performance, procedures, policies, personnel acting on its behalf, audited services, processes, or any other matter.

Appeal: A submission made by businesses or interested parties against decisions taken by RoyalCert on matters concerning them. The only condition for an appeal is that the decision taken by RoyalCert contradicts the requests of the appealing party and no agreement can be reached regarding the decision.

Appeals and Complaints Committee: This committee, appointed by the General Manager, is composed of three members: The Management Representative, the relevant Department Manager, and a GSTC auditor not involved in the audit.

The handling of the complaint is communicated to the concerned client, and the committee's evaluation results are shared via e-mail or phone. The Appeals and Complaints Committee is responsible for collecting and verifying the information necessary to validate the complaint or appeal.

3. RELATED DOCUMENTS

- FR.21 Appeals and Complaints Assessment Form
- FR.22 Appeals and Complaints Tracking Form

4. IMPLEMENTATION

4.1. Appeals

RoyalCert has adopted as a principle that the acceptance, investigation, and decision-making processes of appeals shall not result in any discriminatory practice against the appellant.

In this context, RoyalCert is responsible for the decisions taken at every stage of handling appeals and complaints.

- Appeals are recorded by the personnel receiving the appeal in the "Appeals and Complaints Evaluation Form" and forwarded to the Management Representative.
- Appeals may also be submitted directly by the appellant to the e-mail address info@royalcert.com
- Appeals are evaluated by the relevant Department Manager and the Management Representative within a maximum of five (5) business days. The appellant is informed verbally or in writing, and the matter is forwarded to the Appeals and Complaints Committee for further review.
- In cases where the appeal concerns the personnel operating this procedure, the appeal is handled and concluded by other appointed personnel, ensuring their independence from the matter.
- Based on the decisions taken by the Appeals and Complaints Committee, necessary corrective and/or preventive actions are initiated.
- Within a maximum of one (1) month from the date of the appeal, the results of the actions taken are communicated to the appellant verbally or in writing.

4.2. Complaints

Complaints may be submitted in writing by relevant individuals or businesses to the e-mail address info@royalcert.com. Complaints are recorded by the personnel receiving the complaint in the "**FR.21 Appeals and Complaints Evaluation Form**" and forwarded to the Management Representative.

Upon receipt of a complaint, the Management Representative determines the actions to be taken, considering whether the complaint relates to audit activities, certification activities, or a serviced client. Complaints are evaluated by the relevant Department Manager and the Management Representative within a maximum of five (5) business days.



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The complainant is informed in writing; thereafter, the matter is forwarded to the Appeals and Complaints Committee for review.

Within a maximum of one (1) month from the date of receipt, the outcome of the actions taken is communicated to the complainant verbally or in writing.

In cases where the complaint concerns the personnel operating this procedure, it is handled and concluded by other appointed personnel, ensuring their independence from the matter in line with their responsibilities.

The follow-up of all appeals and complaints is ensured by recording them in the ***“FR.22 Appeals and Complaints Tracking Form”***.

4.3. Communication with Interested Parties

- RoyalCert informs the appellant or complainant of the receipt of the appeal and, where applicable, the complaint, as well as the progress and the outcome of the process.
- All appeals and complaints received by RoyalCert are treated with strict confidentiality and are under no circumstances disclosed to third parties.
- Where deemed necessary, the decision on whether information regarding the subject of the complaint and its resolution will be made public, and if so, to what extent, is determined jointly with the client and the complainant.
- All appeals and complaints reviewed and closed by RoyalCert are reported by e-mail to GSTC at accreditation@gstcouncil.org within a maximum of five (5) days.



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REVISION INFORMATION		
Rev. No	Date of Revision	Description of Revision
00	01.06.2022	İlk yayın / First Publication
01	02.01.2023	4.1 Maddesi için revizyon yapıldı / Revision made for article 4.1
02	15.03.2023	Doküman iki dilde (İngilizce/Türkçe) olacak şekilde düzenlenmiştir./ The document has been prepared in two languages (English/Turkish).
03	08.08.2023	GTSC Auditor Manual v3.0 'e göre düzenleme yapıldı. / Edited according to GTSC Auditor Manual v3.0.
04	01.10.2025	General Revision