	<b>ROYALCERT CERTIFICATION AND INSPECTION SERVICES INC.</b>
	<b>APPEALS AND COMPLAINTS ASSESSMENT PROCEDURE</b>

## **1. PURPOSE**

*The purpose of this procedure is to determine the methods and responsibilities for receiving and evaluating objections and complaints.*

## **2. DEFINITIONS**

**Complaint:** *RoyalCert's performance, procedures, policies, all employees serving on its behalf, audited services, processes, etc. or the negativities they report orally or in writing on any subject*

**Appeal:** *They are applications made by organizations or interested parties against decisions taken by RoyalCert on matters that concern them. The only condition to be sought for an objection is that the decision taken by RoyalCert is against the wishes of the Objecting Party, and no compromise is reached against the decisions*

**Appeals and Complaints Committee:** *It is the committee that is appointed by the General Manager and consists of 3 people. This committee consists of the Management Representative, the Divisional Manager, and a GSTC auditor who is not involved in the Audit. The customer is informed that the complaint has been handled, and the result of the committee evaluation is shared by fax, e-mail, and telephone. The Appeals and Complaints Evaluation Committee is responsible for collecting and verifying the information necessary to approve the complaint or appeal*

## **3. RELATED DOCUMENTS**

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

## **4. APPLICATION**

### **4.1 Appeals**

*It has been adopted in principle by RoyalCert that the acceptance, investigation and decision of objections do not lead to a discriminatory practice against the objector. Within this framework, RoyalCert is responsible for decisions at all levels of appeals and complaints handling*

*FR.21 Appeals and Complaints Assessment Form' by the personnel receiving the appeals and forwarded to the Management Representative*

*Appeals also can be delivered directly by the appellant at [info@royalcert.com](mailto:info@royalcert.com) e-mail address.*

*Appeals are evaluated by the relevant department manager and the Management Representative within a maximum of (5) five business days. The objector is informed in writing, and then sent to the Appeals and Complaints Evaluation Committee for further discussion*


*In case the objection is about the persons operating this procedure, the objection is followed up and concluded by other personnel(s) assigned by ensuring that they are independent of the subject in line with their responsibilities*

*Necessary corrective/preventive actions are initiated in line with the decisions taken by the appeals and Complaint Assessment Committee*

*The outcome of the activities carried out shall be notified to the objecting party in writing, within one (1) month at the latest from the date of the objection*

### **4.2. Complaints**

*Complaints can be made in writing by the persons or organizations concerned at [info@royalcert.com](mailto:info@royalcert.com) e-mail address. Complaints are recorded in the 'FR.21 Appeals and Complaints Assessment Form' by the personnel receiving the complaint and forwarded to the Management Representative. Upon receipt of the complaint, the Management Representative, the audit activity or certification activity of the complaint. determines the actions to be taken by considering whether the*

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*activities are related to a customer to whom the service has been provided. Complaints are evaluated by the relevant department manager and the Management Representative within a maximum of five (5) business days*

*Complainant is informed in writing and sent to the Objection and Complaint Evaluation Committee for further discussion*

*The outcome of the activities carried out is notified to the objecting party in writing within one (1) month at the latest, from the date of receipt of the complaints*

*In case the complaint is about the persons operating this procedure, the complaint is followed up and finalized by other personnel(s) assigned by ensuring that they are independent of the subject in line with their responsibilities*

*All objections and complaints are followed up by recording them in the Objection and Complaint Tracking Form*

#### **4.3. Informing Related Parties**

*RoyalCert notifies the owner of the appealer or complaint that the appeal and, where possible, the complaint has been received, information about the progress and the result*

*All appeals and complaints received by RoyalCert are strictly confidential and under no circumstances are third parties informed*

*If deemed necessary, RoyalCert determines, together with the customer and the complainant, whether the subject of the complaint and its solution will be made public, and if so, to what extent*

*All appeals and complaints are notified by e-mail to GSTC's [accreditation@gstcouncil.org](mailto:accreditation@gstcouncil.org) address within 5 days*