1. **SCOPE AND AIM**

The aim of this procedure is defining the methods and responsibilities regarding receiving, evaluation, decision making for complaints and appeals about the services given in Lima and increasing the Quality Management System efficiency and continuity. This procedure includes recording complaints and appeals from stakeholders, evaluation, decision making processes, confidentiality principles and responsibilities.

1. **DEFINITIONS**

**Client:** Real people or legal entities who make a request for the purpose of doing business in line with the scope of activity of the company, to whom reports, certificates, invoices are delivered as a result of the service provided.

**Complaint:** It is the dissatisfaction that any person or organization reports about Lima's activities or results, which is expected to be answered.

**Appeal:** It is the request by the Client to Lima to reevaluate its decision regarding the conformity assessment activity.

1. **IMPLEMENTATION**
	1. **Receiving Complaint and Appeals and Recording**

Lima is responsible for decisions at all levels of complaints and appeals and the requests of complaints and appeals are accepted officially, and the complaining party is informed officially that it will be evaluated. The incoming notifications could be received from the organizational web site, verbally and/or written, via phone and/or e-mail.

The information about clients received from sources apart from clients will be handled confidentially consistent with Lima policies.

Requests are requested to be submitted in writing, if possible, and via the Complaint and Appeal Form. The submission could be done to the address on the form or to the personnel being contacted.

The complaints and appeals are recorded and numbered by Quality Management. The numbers are as year and department code-sequence no. Department codes are; “T” for textile department, “I” for inspection department, “Q” for quality department. For example; Textile Department 2021 1. Complaint/appeal is recorded as 2021-T-01.

The admission, investigation and decision of complaints and appeals shall not result in any discriminatory action against the complainant and appellant.

Complaint and Appeal Procedure explaining how the complaints and appeals are handled, are sent to the relevant parties when requested.

* 1. **Evaluating Complaints and Appeals**

The complaint or appeal record received shall be evaluated within 3 working days at the latest, and all investigations and decisions taken shall be made objectively. The Department Manager confirms whether the complaint or appeal is within the scope of responsibility in the fields of activity, whether it is in compliance with the laws, accredited standards and ethical rules, and if it is so, the complaint or appeal is processed.

Complaint/Appeal Evaluation Team is formed by Quality Management in order to evaluate the complaints or appeals. This team consists of at least 3 people who are department manager, quality management and personnel who has not taken place in activities subject to complaint/appeal. The unanimity of at least 2 members is required for a decision. If any of the team members is in a position subject to appeal, or personnel who have previously provided consultancy or employed by the relevant client in a way that may create a conflict of interest, cannot join the evaluation team for the resolution of a complaint or objection of that client for a period of two years after the termination of employment, or consultancy. The complaint or appeal may require technical expert opinion. In this condition, an external technical expert may be consulted with signing Stakeholder Confidentiality Agreement. Likewise, members of the Impartiality Committee may be requested to participate in the complaint / appeal evaluation team. In case of a legal situation, the Stakeholder Confidentiality Agreement is signed and the attorney's opinion is sought.

The evaluation team determined by Quality Management, deadline and the need for corrective or preventive action is recorded on the Complaint and Appeal Evaluation Form.

The process is monitored by the Quality Management in order to resolve the complaint and appeals as soon as possible. The department manager is responsible for pre-evaluation and finalization of complaints and appeals.

The resolution period of complaints are as below:

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|  | Complaint  | Decision  |
| 1 | Complaints about office services include, but are not limited to; • Inability to reach the relevant persons,* Late offer period,
* Documents that the client needs to know are insufficient or inaccessible
* Preparing and sending the document late etc.
 | Resulted in maximum 5 working days and the client is informed, corrective action(CA) is started in order to prevent repetition and eliminate the root cause and the effectiveness of the CA is measured.  |
|  | Complaint  | Decision |
| 2 | Complaints that may affect the impartiality, independence and efficiency of the audit service include, but are not limited to;* Attitude and behavior of the audit team,
* Unethical behavior of the audit team.
* Difference in interpretation of standards
* Failure to use appropriate methods in the audit,
* Failure to comply with the audit plan
 | Resulted in maximum 5 working days and the client is informed, corrective action(CA) is started in order to prevent repetition and eliminate the root cause and the effectiveness of the CA is measured. |
| 3 | Complaints / feedback from relevant parties benefiting from the client's certified products | If it is a justified complaint, based on the continuity of customer satisfaction; * Special audit within a month,
* Corrective action may be requested maximum within a month, if the result is negative the certificate could be suspended for a month, if negative again withdrawal

Consideration in the next audit (such as surveillance, recertification) |
| 4 | Appearance of inappropriate news in the written and visual media about the clients who are getting certification service |
| 5 | Appeals and Other topics  | Resulted in maximum 5 working days.  |

Department Manager informs the General Manager when the insurance company needs to be informed and with the approval of the General Manager the insurance company is informed about the situation within 30 days.

General Manager may decide to solve the subjects which are not handled by the liability insurance with the complainant.

* 1. **Research about Complaints and Appeals**

The evaluation team starts review and research work. The explanations regarding the work to be done for complaint/appeal are recorded to the Complaint and Appeal form with annexes.

The evaluation team should obtain all documents and records related to the situation which is the subject of complaint or appeal, if necessary, examine the legal regulations and relevant standard requirements, collect evidence by interviewing witnesses and record them on the Complaint and Appeal Evaluation Form.

* 1. **Resolution of Complaint and Appeals**

The decisions taken by the evaluation team and the planned actions or the actions done for the resolution of the complaint/appeal are recorded on the Complaint and Appeal Evaluation Form. The Quality Management and Department Managers control if the actions are done by the responsible people or not.

If the mistake which is the subject of complaint or appeal affects the quality and accuracy of the work done, a process is started based on Corrective and Preventive Action Procedure.

* 1. **Notification of the Complaint and Appeal Result to the Complainant**

After the evaluations are completed for complaint and appeal, the responsible personnel assigned by Department Manager or if necessary, the Department Manager himself the written(official) result of the complaint and appeal is sent to the complainant via e-mail. The person informing the result shall be independent from the complaint or appeal. The interviews and necessary information and feedback of the complainant should be recorded by the interviewer in the conclusion section on the Complaint and Appeal Evaluation Form. After the complainant is informed, closure of the complaint or appeal is carried out by the Quality Management and Department Manager. If the content of the complaint or appeal is legal, the necessary studies are concluded in the legal process. The subject of the complaint and whether the solution will be disclosed to the public, and if so, to what extent, are determined together with the client and the complainant.

* 1. **Confidentiality**

All personnel and responsible persons dealing with the complainant are responsible for the protection of the interests of the parties, confidential information and proprietary rights, and taking measures. Each personnel takes the responsibility to protect all information belonging to Lima and its stakeholders and not to share it with third parties with signing the Impartiality, Independence and Confidentiality Agreement upon recruitment. If external technical expert opinion is required due to the subject of the complaint or appeal, Stakeholder Confidentiality Agreement is signed with the technical expert.

1. **DOCUMENTS**

Complaint and Appeal Form (QM-F-07.01-EN)

Complaint and Appeal Evaluation Form (QM-F-07.02-EN)

Corrective and Preventive Action Procedure (QM-P-06-EN)

Impartiality Independency and Confidentiality Agreement (QM-F-11.03-EN)

Stakeholder Confidentiality Agreement (QM-F-03.03-EN)

1. **DISTRIBUTION**

This document’s electronic version is kept on Lima Folder on <https://onedrive.live.com> address and open to access of all personnel.

1. **REVISION HISTORY**

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| **Revision No** | **Related Item** | **Revision Reason**  | **Revision Date** |
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