

PROCEDURE FOR ASSESSMENT OF OBJECTIONS AND COMPLAINTS

1. OBJECTIVE :

The purpose of this procedure is to establish a process for receiving, evaluating and resolving to complaints and objections, and to determine the tasks, responsibilities and methods for these activities.

2. SCOPE :

This procedure includes objections and complaints to all FTI activities.

3. RESPONSIBILITIES

3.1 General Manager

- Carries out the objection / complaint assessment process in case of objections / complaints about the Quality Manager.
- Allocates the necessary resources for all activities.

3.2 Quality Manager

- Ensures that processes for objections and complaints are addressed.
- Address, evaluate, record nonconformities and initiate, monitor and finalize necessary corrective and preventive actions. Informs the related parties according to the results of the evaluation.

4. DEFINITIONS

4.1 Objection

This is the application made by persons/institutions/organizations regarding decisions taken by FTI about the subjects that concern them.

4.2 Complaint

This is the application by persons/institutions/organizations regarding dissatisfaction about services or any step of conformity assessment process which submitted by FTI.

5. IMPLEMENTATION

5.1 Acceptance of Applications for Objections or Complaints

Appeals and complaints are accepted when by the person / institution / organization send in writing through the communication channels defined below:

- A message to be sent to info@fti-europe.com mail address including the subject, purpose of application, name, company, phone and email information.

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- A letter of application to be sent to our address including the subject, purpose of application, name, company, phone and email information.

Applications without name / company and contact information, petitioned applications that do not contain a signature or applications that are determined to use false and / or fake names and signatures are not processed.

Receipt of application is submitted by e-mail to the related person/institution/organization within 7 workdays for proper applications which are submitted through appropriate communication channels with the proper information.

Complaints and objections are transmitted to the Quality Manager for assessment.

5.2 Assessment of Objections or Complaints

The Quality Manager discusses the issue with the responsible personnel who is subject of the objection / complaint and / or assess the process subject of the objection / complaint. After this stage, two different actions are taken:

- 1- If the objection / complaint is found to be not caused by FTI, the applicant is notified by e-mail with concrete data.
- 2- In case it is determined that the objection / complaint is caused by FTI, the situation is considered as nonconformity and the process is initiated with F.08.01 Nonconformity Notification Form

If it is determined that the subject of the objection / complaint is not caused by FTI, the applicant shall be notified by e-mail with concrete data.

In the event that the subject of the objection / complaint is caused by FTI, it is considered as a nonconformity and recorded with F.08.01 Nonconformity Notification Form and the procedure is performed according to FTI.PR.08 Nonconformity Control Procedure. The activities carried out in order to eliminate the identified nonconformity and the resolution of the situation subject to the objection / complaint and their results shall be notified to the objector / complainant via e-mail.

When the objection / complaint subject is related to the Quality Manager, the objection / complaint is transmitted to the General Manager and the assessment process is managed by the General Manager.

6. RECORDS

The retention periods of the records of this procedure are defined in the FTI.PR.04 System Records Procedure and published in the Document Tracking Report.

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Revision Table

Revision	Date	Revision Request Number	Reason of Revision
A	13.06.2015	D.01.03	First Publication
B	29.12.2015	D.22.01	<p>-4.2 Objections and Complaints Regarding the Assessment and Verification of Constancy of Performance Processes within the Scope of Notified Body Activity article: " Any objections regarding the assessment and verification of constancy of performance within the scope of Notified Body Activities shall be assessed according to FTI.PR.17 Notified Body Activities Procedure." paragraph has been removed from the procedure.</p> <p>-4.2 Objections and Complaints Regarding the Assessment and Verification of Constancy of Performance Processes within the Scope of Notified Body Activity article: "The objection of manufacturer is accepted in the written letter application (the objection can also be accepted via e-mail). The response to the receipt of the objection is communicated to the manufacturer in the same way. A re-assessment meeting is held with the participation of the Laboratory Manager, the Quality Manager and the test personnel carrying out the test activities in case of need. If any objection has been identified in the last 2 years for any of the participants identified in this position, the participant is excluded from the re-assessment meeting. The final result, which includes concrete data corresponding to the reasons for objection submitted by the manufacturer, is presented to the manufacturer in a written report." paragraph has been added to the procedure.</p>
C	11.02.2019	D.22.02	<p>-1.OBJECTIVE article: "The purpose of this procedure is to establish a process for receiving, evaluating and resolving to complaints and objections, and to determine the tasks and responsibilities for these activities." paragraph has been revised as " The purpose of this procedure is to establish a process for receiving, evaluating and resolving to complaints and objections, and to determine the tasks, responsibilities and methods for these activities."</p> <p>-2.SCOPE article: "This procedure includes objections and complaints for test and inspection activities" paragraph has been revised as " This procedure includes objections and complaints to all FTI activities."</p> <p>-3.1 General Manager article: * " It is responsible for allocating resources for continuous improvement of the existing system." paragraph has been revised as " Allocates the necessary resources for all activities." * " Carries out the objection / complaint assessment process in case of objections / complaints about the Quality Manager." paragraph has been added to the procedure.</p> <p>-3.2 Quality Manager article: " Provides measurement and monitoring of customer satisfaction." paragraph has been revised as " Ensures that processes for objections and complaints are addressed."</p> <p>-4.IMPLEMENTATION, 4.1 Handling and Assessment of Objections and Complaints for Testing and Inspection Activities and 4.2 Objections and Complaints Regarding the Assessment and Verification of Constancy of Performance Processes within the Scope of Notified Body Activity articles and contents have been canceled.</p> <p>-4.DEFINITIONS, 4.1 Objection and 4.2 Complaint articles and contents have been added to the procedure.</p> <p>-5.IMPLEMENTATION article has been added to the procedure.</p> <p>-5.1 Acceptance of Applications for Objections or Complaints article and content have been added to the procedure.</p> <p>-5.2 Assessment of Objections or Complaints article and content have been added to the procedure.</p>

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D	25.10.2019	D.22.03	-5.1 Acceptance of Applications for Objections or Complaints article: " A letter of application to be sent to our Head Office or Test Laboratory address including the subject, purpose of application, name, company, phone and email information." paragraph has been revised as " A letter of application to be sent to our address including the subject, purpose of application, name, company, phone and email information."
E	20.04.2020	D.22.04	- 5.1 Acceptance of Applications for Objections or Complaints article: " Sending information by entering relevant information through the communication section of our web address www.fti-europe.com." paragraph has been removed.
Controlled Distribution		FTI Laboratory, Turkish Accreditation Agency	