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1. PURPOSE

This procedure describes the method and responsibilities to deal with appeals, complaints and disputes from clients under ETKO certification programs, or any other related matters. Related parties may object to ETKO decisions.

2. RESPONSIBILITIES

Quality Management System Responsible, QMS Assistant, Control Division Responsible and Managing Director (MD) are responsible for the proper implementation of this procedure.

3. RECORDS

GP 05 F 01 List of Appeal Committee Members
 GP 05 F 02 Register of Sanctions, complaints and appeal form
 GP 05 F 03 Application Form for Objection & Complaint & Appeal

4. REFERENCES

SP 06 Corrective & Preventive Actions Procedure

5. APPLICATION ^{7.13}

ETKO implements this procedure to receive, evaluate and make decisions on complaints and appeals. Complaints and appeals and the process undertaken to resolve them are followed by the QMS Assistant and recorded by using "GP 05 F 02 Recording Objection & Complaint & Appeal" form. ^{7.13.1.}

All related documents are kept in a file opened for this specific case.

This procedure is kept available on the ETKO web page for access by the interested bodies.

5.1 Acceptance of Appeals, Complaints and Inputs.

- **Complaint Receive and Evaluation**

Complaints are received through a variety of media including phone calls, letters, email, in person, or passed down from person to person. All persons submitting complaints are treated professionally, and their complaints are handled seriously.

Complaining parties are requested to submit their objections, complaints and appeals by filling out the "GP 05 F 03 Objection & Complaint and Appeal Application Form" on the ETKO website, and to send their objections, complaints and appeals to complaints@etko.com.tr in a clear and detailed manner.

Complaining parties are requested and encouraged to submit complaints in writing, to be factual and detailed, and to sign their complaints. Most complaints are received by phone, obtaining pertinent, detailed information.

Client feedback in relation to the followings will be treated as complaint and action will be taken.

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QMS ASSISTANT	QMS RESPONSIBLE

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- The standard service provided by ETKO (satisfactory / unsatisfactory)
- Failure by ETKO to provide an agreed service
- Failure by ETKO to respond to a request for a service
- The attitude or conduct of an inspector has been unacceptable
- ETKO has not followed an agreed procedure
- Violation or inequitable application of the ETKO Quality System
- Not accepting decisions taken by ETKO,
- As regards the certified products; The producers, operators and consumers are in a state of contradiction in any quality parameters and / or trade.

Appeals, complaints and disputes are considered as application of the producer, processor and consumers to ETKO, State Officials and Accreditation body in respect of certified products, dissatisfaction with the service provided by ETKO, identifying an irregularity such as a quality parameter and/or fraudulent trade activities related to certified product within the scope of certification procedures.

If it is determined in the first evaluation that the complaint/objection is related to the valid certification activities, the person/organization making the application is officially notified in writing that the application has been received and processed. 7.13.2. & 7.13.3.

The documents and information about the complaint, correspondences made, transactions carried out and whether they are resolved or not are recorded by the QMS Assistant.

ETKO will be responsible for gathering and verifying all necessary information (as far as possible) to progress the complaint or appeal to a decision. . 7.13.4

ETKO informs related official bodies such as Ministry of Agriculture, Accreditation body, or other certification bodies when necessary, regarding the objections, appeal and/or actions taken regarding the complaint.

In addition, ETKO; will submit annually to GOTS a summary of the corrective/preventive actions showing the appeals and complaints received and the action taken in this regard. GOTS

Approval Procedures and Req. for Approved CBS 5.1.6

5.2. Appeal Committee Function

5.2.1 The chairman of Appeal Committee (APC) is the management Director. APC is consisting of 5 members including the chairman. The members are selected by chairman:

- Chairman
- Three members independent of ETKO (one shall be lawyer)
- QM

5.2.2 The APC members are selected on the basis of their expertise on the field, subject processes, their ability to render a decision in an objective and impartial manner. No one of the members of APC shall have a direct interest in the organization raising the appeal. Under such circumstances that member is replaced. The list of AC members

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shall be provided to client in writing who shall have the right to reject any member on the basis of conflict of interest only.

5.2.3 APC members review the relevant file prepared by the QMS Assistant and the relevant evidence provided by the client before the committee convenes.

5.2.4 During the appeals meeting the client and head inspector has the right to present verbal evidences based on the documents or any other objective evidences submitted previously. Minutes of meeting is taken appropriately and maintained. APC has the right to call upon the services of experts in the relevant field. Such experts shall be independent of ETKO and the client. The appeals committee decides either TO ACCEPT or NOT TO ACCEPT the appeal.

5.2.5 The decision is taken by majority vote and it is unanimous.

5.2.6 Appeal Committee decision is final.

5.2.7 Whenever possible, the formal notice of the outcome and end of the complaint and/or appeal process is given to the complainant and/or appellant by QMS Assistant. 7.117 - 7.128

5.3. Costs

Cost of the appeal, complaint and dispute is borne by ETKO if appeal, complaint and dispute is succeeds. Otherwise the cost is at the decision of ETKO if the client fails.

5.4 Corrective Action

Root cause and corrective actions regarding the objection and/or complaint are carried out as specified in the SP 06. 7.139

5.5 Confidentiality and preventing Conflict of Interest

Any document or any other evidence related with the appeals is strictly confidential.

ETKO shall not disclose any information or samples, materials, document to other parties, unless it is enforced by the law of the land and accreditation bodies.

All Members of APC signs relevant documents for confidentiality and conflict of interest, as described in GP 08 Confidentiality and Conflict of Interest Procedure.

To ensure that there is no conflict of interest, the personnel including those acting in a managerial capacity who have provided consultancy for, or been employed by a client, is prevented from being used by ETKO to review or approve the resolution of a complaint or appeal for that client within two years following the end of the consultancy or employment.

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