

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 Assurance Manager, Quality Assurance Responsible, 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 Appeal & 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 Quality Assurance Responsible and recorded by using "GP 05 F 02 Recording Appeal & 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

Appeals and complaints can be received through various means such as telephone calls, letters, e-mail, in person or person to person. All persons submitting appeals and complaints are treated professionally and their appeals and complaints are taken seriously. The complaining parties are requested to submit their appeals and complaints by filling out the "GP 05 F 03 Dispute & Appeal and Complaint Application Form" on the ETKO website, and forward their appeals and complaints to complaints@etko.com.tr in a clear and detailed manner. Such an appeal and/or complaint must be supported by objective and impartial evidence by the customer or party making the appeal and/or complaint.

Customer feedback regarding the following issues are accepted as appeals and/or complaints, and [the internal nonconformity is opened and appropriate corrective actions is implemented as specified in the "5.4 Corrective Action" section of this procedure.](#)

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- The standard service provided by ETKO (satisfactory / unsatisfactory)
- Failure by ETKO to provide an agreed service
- Failure by ETKO to a 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.

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 evaluates the application when the appeal, complaint and dispute notification is made by the person/organization making the application in accordance with this process together with the necessary objective evidence.

If, in the initial evaluation, it is determined that the complaint/appeal is related to valid certification activities (7.13.2), the person/organization who made the application is officially notified in writing that the application has been received and processed. (7.13.3).

After the appeal and/or complaint is received, it is forwarded to the Quality Assurance Responsible and the subject of the complaint/appeal is forwarded by the Quality Assurance Responsible to the person(s) who were not involved in the certification activities that are the subject of the complaint or application for evaluation. The decision resolving the complaint or appeal is made or reviewed and approved by the person(s) who were not involved in the certification activities that are the subject of the complaint or application.

Documents and information submitted regarding the complaint, corresponding correspondence, transactions carried out and resolution status are recorded by the Quality Assurance Responsible. (7.13.1).

In cases where the appeal and/or complaint cannot be resolved, the Appeal, Complaint and Dispute Committee is established and the decision of the committee is implemented.

ETKO informs related official bodies such as Ministry of Agriculture, Accreditation body, or other certification bodies when necessary, regarding the appeals, 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

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- 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 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 Quality Assurance Responsible 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 Quality Assurance Responsible. 7.137-7.138

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 appeal and/or complaint are carried out as specified in the SP-06.~~

As soon as the non-conformity is published, the unit where the non-conformity was opened is notified in writing by ETKO Quality Assurance Department and is asked to complete the root cause analysis within 15 days. The completed root cause analysis is checked by the Quality Assurance Manager and, if found appropriate, extended analysis, correction and corrective actions are requested to be completed within 15 days. If the 30-day period, which includes root cause analysis, extended analysis, correction and corrective actions, coincides with ETKO personnel's annual leave period or public holidays, the number of lost days will be added to the process. Corrective actions, extended analysis and corrections are reviewed by ETKO

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Quality Assurance Manager to determine whether their impact on the problems encountered is appropriate. If they are approved, notification that the nonconformity is closed is sent to the relevant ETKO Department by the ETKO Quality Assurance Department. ^{7.13.9}

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. ^{7.13.6}

6. Investigations for the Issues which is not an Appeal, Complaint or Dispute Notified by Program Owners

Practices to be carried out by ETKO when it is necessary to carry out an investigation that is transferred to us from other certification bodies or delivered to us from program owners and is not within the scope of complaints, appeals or disputes;

- ETKO meets internally and evaluates the situation deeply.
- Contacts the relevant customer, informs him/her about the issue and requests the necessary information and documents, specifying the deadline.
- A second meeting is held in line with the documents received, and it is decided that an on-site inspection is or not necessary during this investigation process.
- The decisions taken will be clarified at the meeting to be held after the on-site inspection, if necessary.
- Feedback is given to the customer and the party who contacted us for research.

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