	TÜRK STANDARDLARI ENSTİTÜSÜ	Doküman No	TSE-PR-009		
	COMPLAINTS, APPEALS AND DISPUTE EVALUATION PROCEDURE	Yayın Tarihi	14.07.2014		
		Revizyon Tarihi	01.09.2016	No	6

1. PURPOSE

This procedure is aimed for evaluation of appeals, complaints or disputes that might arise in relation to conformity assessment services provided by TSE.

2. SCOPE

This procedure covers fundamentals and methodology as to evaluation of any appeals, complaints and disputes that might arise in relation to conformity assessment activities and decisions by relevant bodies within the scope of conformity assessment services provided by TSE.

3. RESPONSIBLES

All departments involved in conformity assessment services.

4. ABBREVIATIONS AND TERMINOLOGY

TSE : Türk Standardları Enstitüsü

Related Department: Department of TSE that provided conformity assessment services to the organization registering the complaint, appeal or dispute, and that retains the conformity assessment dossier of thereof.

4.1. Appeals

Appeal: Appeal made by natural or legal entities that procured conformity assessment services from TSE against decisions taken by TSE's related Departments.

4.2. Complaints


Complaint; Applications by natural or legal entities that procured conformity assessment services from TSE as to these services or applications by those who are dissatisfied with use or utilization of services, products, systems offered by the former.

4.3. Disputes

Disputes; Applications by natural or legal entities that procured conformity assessment services from TSE, as to differences in interpretation, perception and/or standpoint.

5. APPLICATION

5.1. Reception of Appeal, Complaint and Dispute Applications

	TÜRK STANDARDLARI ENSTİTÜSÜ	Doküman No	TSE-PR-009		
	COMPLAINTS, APPEALS AND DISPUTE EVALUATION PROCEDURE	Yayın Tarihi	14.07.2014		
		Revizyon Tarihi	01.09.2016	No	6

Applications as to appeals, complaints and disputes are received in writing by department that provided conformity assessment services to the organization in question, and are recorded in Belgenet System and TSE Document Management System.

Appeals/complaints are followed up by and recorded on Customer Appeal and Complaint Follow-up Form by Appeals, Complaints and Disputes Committee Secretariat.

Timeframe for appeals to results of conformity assessment conducted by TSE is thirty (30) days following declaration of decision.

Applications made without indicating any name, signature and address or that are found to have been made under false identities or signatures are discarded.

Applications received by TSE field offices without any permanent staff are to be forwarded to the related Department. Detailed information/documents might be demanded from the applicant if necessary.

5.2. Evaluation of Appeal, Complaint and Dispute Applications

5.2.1 Evaluation of Appeals

Applications are subjected to a preliminary evaluation by the related department providing conformity assessment services, with respect to whether they are related to the service procured, were made within the timeframe specified in relevant directives, there are any errors of fact, by demanding detailed information and documents from the applicant and other relevant parties if necessary.

Preliminary evaluation result;

- *Accepted application: Applicants are to be notified in writing within at most 3 days that the application was accepted.*


- *Rejected application: Applicants are to be notified in writing within at most 3 days that the application was rejected, indicating justifications for rejection.*

Personnel involved in conformity assessment activity related to the application cannot participate in evaluation process.

Applications against conformity assessment services pertaining to inspection and testing are evaluated as follows:

Regarding appeals against inspection and testing results;

a) Besides inspection and testing services performed in relation to certification, inspection, surveillance etc. activities, results of inspection and testing services demanded directly from related laboratories are evaluated by related laboratory department. In case a retesting is not deemed necessary, applicants are notified about the justification and the lack of need for retesting. In case a

	TÜRK STANDARDLARI ENSTİTÜSÜ	Doküman No	TSE-PR-009		
	COMPLAINTS, APPEALS AND DISPUTE EVALUATION PROCEDURE	Yayın Tarihi	14.07.2014		
		Revizyon Tarihi	01.09.2016	No	6

retesting is deemed necessary, applicants are notified in writing about the date of retesting and other explanations.

b) Applications as to results of inspection and testing performed in relation to a certification, inspection, surveillance etc. activity are evaluated by related certification/service department and/or decision body and are forwarded to laboratory for re-inspection and retesting if deemed necessary.

First appeals against results of inspection and testing before or after the decision of related decision body are evaluated by related certification department and are forwarded to related laboratory for re-inspection and retesting if deemed necessary. In case of second appeals as to the same testing/report or in case the appeal is rejected, the appeal is forwarded by the related department to Appeals, Complaints and Disputes Committee.

Applicants are notified in writing by related department receiving the appeal.

In case of errors on TSE's side such as failure to notify in due time, errors in correspondence, errors in reporting etc. in handling appeals as to testing results in relation to certification, inspection, surveillance etc. activities, appeals are first evaluated by related certification/service department and/or decision body, and any appeals failed to be resolved by the former are forwarded to and processed by Appeals, Complaints and Disputes committee.

c) Retesting is performed on sample retained at the laboratory if it is suitable for such purpose. Otherwise, the witness sample (if any) or a new sample is requested from the applicant. Subsequent actions are taken as per the relevant procedures.

-Following preliminary evaluation by related department


Applicants are notified as to any appeals that are resolved within the jurisdiction of related department authority.

If necessary, corrective and preventive action is initiated by related department and actions are taken as per the Corrective and Preventive Action Procedure, and applicants are informed by the related department as to the progress and results of actions.

In case the appeal is found to be just, no fee is charged for additional audit/inspection and/or testing performed. Otherwise, any such fees are charged to the applicant.

-In below given cases where appeal cannot be resolved by related department after preliminary evaluation, such appeals are put on Appeals, Complaints and Disputes Committee.

- Appeal is against the decision of a decision body
- Appeal could not be resolved by related department
- When applicant rejects the appeal decision and insist on re-appeal,
- When resolving the appeal surpasses the jurisdiction, authority and responsibility of the related department

	TÜRK STANDARDLARI ENSTİTÜSÜ	Doküman No	TSE-PR-009		
	COMPLAINTS, APPEALS AND DISPUTE EVALUATION PROCEDURE	Yayın Tarihi	14.07.2014		
		Revizyon Tarihi	01.09.2016	No	6

Such appeals are put on Appeals, Complaints and Disputes Committee via Belgenet software by the related department. On Belgenet software, evaluation result of appeals, any annexed documents pertaining to appeals (such as invoices, petition letters, correspondences, documents, audit/ testing etc. reports) and proposed decisions are to be recorded.

Agenda and meeting organization activities as to appeals forwarded to the committee are handled by Appeals, Complaints and Disputes Committee Secretariat.

Decision taken by the Appeals, Complaints and Disputes Committee are followed up by related department on Belgenet software.

In case appeals is found to be just, corrective action is initiated by Management Representative as per Corrective and Preventive Action Procedure.

Committee decision along with Appeals and Complaints Process Evaluation Questionnaire is sent in writing to the applicant by the appeal-recipient department.

Questionnaires completed are to be retained by related departments and analysis results following evaluation thereof are to be sent to Management Representative.

5.2.2 Evaluation of Complaints

5.2.2.1 Evaluation of Complaints by Natural and Legal Entities That Procure TSE's conformity assessment services, about services They Procured

Complaints by natural and legal entities procuring TSE's conformity assessment services, as to services they procured are subjected to a preliminary evaluation by the related department providing conformity assessment services, with respect to whether they are related to the service procured, whether the proceedings are in violation of relevant directive and quality system documentation or not, by demanding detailed information and documents from the applicant and other relevant parties if necessary.


Preliminary evaluation result;

- *Accepted application: Applicants are to be notified in writing within at most 3 days that the application was accepted.*
- *Rejected application: Applicants are to be notified in writing within at most 3 days that the application was rejected, indicating justifications for rejection.*

Personnel involved in conformity assessment activity related to the application cannot participate in evaluation process.

Applicants are notified as to any appeals that are resolved within the jurisdiction of related department authority.

-In below given cases where appeal cannot be resolved by related department after preliminary evaluation, such appeals are put on Appeals, Complaints and Disputes Committee.

	TÜRK STANDARDLARI ENSTİTÜSÜ	Doküman No	TSE-PR-009		
	COMPLAINTS, APPEALS AND DISPUTE EVALUATION PROCEDURE	Yayın Tarihi	14.07.2014		
		Revizyon Tarihi	01.09.2016	No	6

- Complaint could not be resolved by related department
- When applicant rejects the complaint decision and insist on re-complaint,
- When resolving the complaint surpasses the jurisdiction, authority and responsibility of the related department

Such complaints are put on Appeals, Complaints and Disputes Committee via Belgenet software by the related department. On Belgenet software, evaluation result of complaints, any annexed documents pertaining to complaints such as invoices, petition letters, correspondences, documents, audit/ testing etc. reports) and proposed decisions are to be recorded.

Agenda and meeting organization activities as to complaints forwarded to the committee are handled by Appeals, Complaints and Disputes Committee Secretariat.

Decision taken by the Appeals, Complaints and Disputes Committee are followed up by related department on Belgenet software.

In case complaint is found to be just, corrective action is initiated by Management Representative as per Corrective and Preventive Action Procedure.

Committee decision along with Appeals and Complaints Process Evaluation Questionnaire is sent in writing to the applicant by relevant departments.

Questionnaires completed are to be retained by related departments and analysis results following evaluation thereof are to be sent to Management Representative.

5.2.2.2 Evaluation of Complaints by Third Parties That Use/Utilize or Affected By Products and/or Services Offered by Natural and Legal Entities That Procure TSE's conformity assessment services


Complaints by Third Parties that use/utilize or are affected by products/services offered by Natural or Legal Entities that procure TSE's conformity assessment services are subjected to a preliminary evaluation by the related department providing conformity assessment services, with respect to whether they are related to the service procured and in regards to information and documents and products about the nature of complaint, by demanding detailed information and documents from the applicant and other relevant parties if necessary.

Preliminary evaluation result;

- *Accepted application: Applicants are to be notified in writing within at most 3 days that the application was accepted.*

- *Rejected application: Applicants are to be notified in writing within at most 3 days that the application was rejected, indicating justifications for rejection.*

Following preliminary evaluation by related department, in case of a customer complaint related to an organization that procured TSE's conformity assessment services, the organization in question is

	TÜRK STANDARDLARI ENSTİTÜSÜ	Doküman No	TSE-PR-009		
	COMPLAINTS, APPEALS AND DISPUTE EVALUATION PROCEDURE	Yayın Tarihi	14.07.2014		
		Revizyon Tarihi	01.09.2016	No	6

notified about the complaint and is requested to provide information as to corrective action taken or to be taken in regards to the complaint.

Based on decision made by related department following preliminary evaluation, inspection/audit/testing can be conducted at the organizations' premises or systematic record-keeping as to complaints can be checked during scheduled inspection/audits depending on the severity of the complaint.

At the end of thorough evaluation made by related department, complainant natural and legal entities are notified about the result of the complaint evaluation.

Complaints that are deemed to be just are processed as per relevant Directive and relevant Certification Fundamentals and Methodology document.

-In below given cases where appeal cannot be resolved by related department after preliminary evaluation, such appeals are put on Appeals, Complaints and Disputes Committee.

- Complaint could not be resolved by related department
- When applicant rejects the complaint decision and insist on re-complaint,
- When resolving the complaint surpasses the jurisdiction, authority and responsibility of the related department

Such complaints are put on Appeals, Complaints and Disputes Committee via Belgenet software by the related department. On Belgenet software, evaluation result of complaints, any annexed documents pertaining to complaints such as invoices, petition letters, correspondences, documents, audit/ testing etc. reports) and proposed decisions are to be recorded.

Agenda and meeting organization activities as to complaints forwarded to the committee are handled by Appeals, Complaints and Disputes Committee Secretariat.


Decision taken by the Appeals, Complaints and Disputes Committee are followed up by complaint-recipient department on Belgenet software.

5.3. Workings of Appeals, Complaints and Disputes Committee

Applications regarding complaints, appeals and disputes are presented by related departments to the Committee through Belgenet software using Committee Agenda and Decision Form accompanied with preliminary evaluation findings, actions taken regarding the application, information/documents/decisions and other required documents.

Committee operates as per its Job Definition.

Committee might, if necessary, request detailed information/documents related department representative(s). To this end, representative(s) in question should participate to committee meetings in person or otherwise be ready to provide information on phone.

	TÜRK STANDARDLARI ENSTİTÜSÜ	Doküman No	TSE-PR-009		
	COMPLAINTS, APPEALS AND DISPUTE EVALUATION PROCEDURE	Yayın Tarihi	14.07.2014		
		Revizyon Tarihi	01.09.2016	No	6

Committee members who have taken part in evaluation of a conformity assessment service subject of application cannot participate in committee meetings regarding that application.

Committee makes a decision based on information/documents provided.

Committee decisions are final, and actions and notifications required by decision are conducted by related departments.

In case the decision requires a general application throughout TSE/related department, it is then to be assessed and implemented by the related department.

For all proceedings regarding appeal, complaint and disputes as to accredited activities, accreditation body's procedures are taken in to account.

5.4. Records

Records as to appeals, complaints and disputes are maintained as per Records Management Procedure. These records can be used for data evaluation purposes and presented at Management Review Meetings when necessary.

6. RELATED DOCUMENTS

Records Management Procedure

TSE Certification Directive

Management Review Procedure

Corrective and Preventive Action Procedure

Appeals, Complaints and Disputes Committee Agenda and Decision Form

Customer Complaint and Appeal Follow Up Form

Appeals and Complaints Process Questionnaire Form