

COMPLAINT AND APPEAL PROCEDURE

Revision History

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00	10.9.2018	First publication	Quality Management	Gen. Directorate
01	08.11.2019	17065 Inspection Change in Scope	Quality Management	Gen. Directorate
02	09.01.2023	17020 Internal Audit Change in Scope	Quality Management	Gen. Directorate
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04	19.01.2024	17020 Interior Investigation Change in Scope	Quality Management	Gen. Directorate
05	31.07.2024	Complaint and Appeal process explained.	Quality Management	Gen. Directorate

1. BACKGROUND:

To determine the principles of DETİM's procedures regarding objections and complaints received within the scope of its activities.

2. SCOPE:

It covers all objections and complaints received regarding all activities of DETİM.

3. RESPONSIBLE:

General Manager
Relevant Department
Managers Technical
Coordinator Quality
Manager

4. DEFINITIONS:

Complaint: An expression of dissatisfaction made by private or legal persons to DETİM or TÜRKAĞ regarding the activities of an organisation when a response is expected, as distinct from an objection

Appeal: A request by private or legal persons to DETİM or TÜRKAĞ to reconsider the decision taken by the organisation in relation to the subject matter.

5. ABBREVIATIONS:

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6. APPLICATION:

6.1 Appeals and Complaints Committee

There is an Appeal and Complaint Committee to evaluate objections and complaints. The members of the Appeal and Grievance Committee consist of Technical Coordinator, Quality Manager or Specialist and General Manager. Committee members cannot be involved in the evaluation of complaints or objections regarding the activities they are involved in. If the person or persons subject to the complaint or objection are included in the committee, they are prohibited from taking part in the evaluation of complaints or objections. If the members of the Committee realise that a conflict of interest arises in the matters they evaluate, they shall declare the situation and refrain from the evaluation. In these cases, the evaluation process is completed by appointing a temporary member only for the subject in which the conflict of interest occurs.

6.2 Making Complaints

Complaints can be made to DETİM verbally or in writing, but complaints made verbally (telephone calls, etc.) are recorded by DETİM personnel who receive the complaint using the Complaint/Appeal Form and inform the complainant to make his/her complaint in writing (e-mail, fax, etc.). The complainant is informed by the DETİM personnel receiving the complaint that the Complaint/Appeal Form can be accessed from the DETİM website www.detim.com.tr or that a copy can be delivered to him/her upon request. The written complaints are recorded together with the document(s) including the evidence(s), if any, and the information that the complaint has been received is notified to the complainant via e-mail within 3 (three) days at the latest. The received complaint is forwarded to the Quality Manager. Upon receipt of the complaint, the Quality Manager confirms whether this complaint is related to the certification/examination

	COMPLAINT AND APPEAL PROCEDURE	Publication Date	10.9.2018
		Document No.	DTM.PRS.11
		Rev. No/ Date	05 / 31.07.2024
		Page No	3 / 8

activities for which he/she is responsible and, if relevant, processes this complaint on the "Complaint / Appeal Monitoring Form".

Complaints received by DETİM are handled by the Appeals and Complaints Committee, which is composed of personnel who are not involved in the business and transactions subject to the complaint. Regarding the complaint

personnel(s) and evaluated within 15 working days within the scope of corrective / preventive action and the committee evaluation under the coordination of the Quality Manager, the complainant party is given preliminary information in writing or verbally. Within 1 month at the latest from the date of the complaint, the result of the activities carried out is notified to the complainant in writing by the Quality Manager. The response to the complaint and the result information is recorded in the Complaint / Appeal Monitoring Form. Incoming complaints are analysed at the Management Review Meetings held once a year during the last 1 Complaints received during the year are analysed by the Quality Manager and presented to the management.

6.3 Filing Objections

Objections can be made verbally or in writing, but verbal objections must be made in writing. Objections made verbally (such as a telephone call) are recorded by DETİM personnel who receive the objection using the Complaint/Appeal Form and inform the objector to make his/her objection in writing by e-mail, fax, etc. The objections made in writing are recorded together with the document(s) including the evidence(s), if any, and the information that the objection has been received is notified to the objector by e-mail via The received objections are forwarded to the Quality Manager. Upon receipt of the objections, the Quality Manager confirms whether this complaint is related to the certification/examination activities for which he/she is responsible and, if relevant, processes this objection on the "Complaint/Appeal Monitoring Form". The objections received by DETİM are handled by the Objection and Complaint Committee formed by the personnel who are not involved in the business and transactions subject to the objection. The objection is evaluated within the scope of corrective/preventive action within 15 working days by interviewing the relevant personnel(s) and the objector is given preliminary information in writing or verbally under the coordination of the Quality Manager. Within 1 month at the latest from the date of the objection, the result of the activities carried out shall be notified in writing to the objecting party by the Quality Manager. The response to the objection and the result information is recorded in the Complaint / Objection Monitoring Form. Incoming objections are presented to the management by analysing the complaints received within the last 1 year by the Quality Manager at the Management Review Meetings held once a year.

The objector is informed by the DETİM personnel receiving the objection that the Complaint/Appeal Form can be accessed from DETİM's website www.DETİM.com.tr or that a copy can be delivered to him/her upon request.

If the members of the Committee realise that there is a conflict of interest in the matters they are evaluating in order to prevent discriminatory activities in their investigations and decisions on objections, they shall declare the situation and abstain from the evaluation. In these cases, the evaluation process is completed by appointing a temporary member only for the subject in which the conflict of interest occurs.

6.4 General

- DETİM is responsible for decisions at all stages of the handling of appeals and complaints.
- The Quality Manager or Specialist assesses that the complaint or objection is related to the inspection / certification activities and processes it on the Complaint / Objection Monitoring Form. After this stage, the committee convenes.
- DETİM is responsible for collecting and verifying all information for the validation of the complaint or appeal.
- Objections and complaints are evaluated and resolved impartially and by fulfilling confidentiality requirements. Committee members must have signed the DTM.F.01 Staff Impartiality Confidentiality Independence Undertaking.

 DEMİRYOLLARI TEKNİK İNCELEME MERKEZİ	COMPLAINT AND APPEAL PROCEDURE	Publication Date	10.9.2018
		Document No.	DTM.PRS.11
		Rev. No/ Date	05 / 31.07.2024
		Page No	5 / 8

- The relevant complaint / objection made by the person / organisation is recorded on the Complaint / Objection Monitoring Form. If there is non-conformity as a result of the evaluations, Corrective Preventive Actions are completed. The person / organisation is notified that the nonconformity has been eliminated. The relevant complaint/appeal is closed when a concordance is achieved.

COMPLAINT AND APPEAL PROCEDURE

Publication Date	10.9.2018
Document No.	DTM.PRS.11
Rev. No/ Date	05 / 31.07.2024
Page No	6 / 8

- In cases where there is a disagreement with the person / organisation making the objection and complaint, the objection must be made in writing within thirty (30) days. If there is an objection received, it is re-evaluated by the committee, taking into account the evidence. Corrective/Preventive Actions are carried out again if non-conformity is observed as a result of the examinations. The final decision on the objection/complaint is reached and notified to the applicant within fifteen (15) days by official letter.

The appeal application must contain the following information:

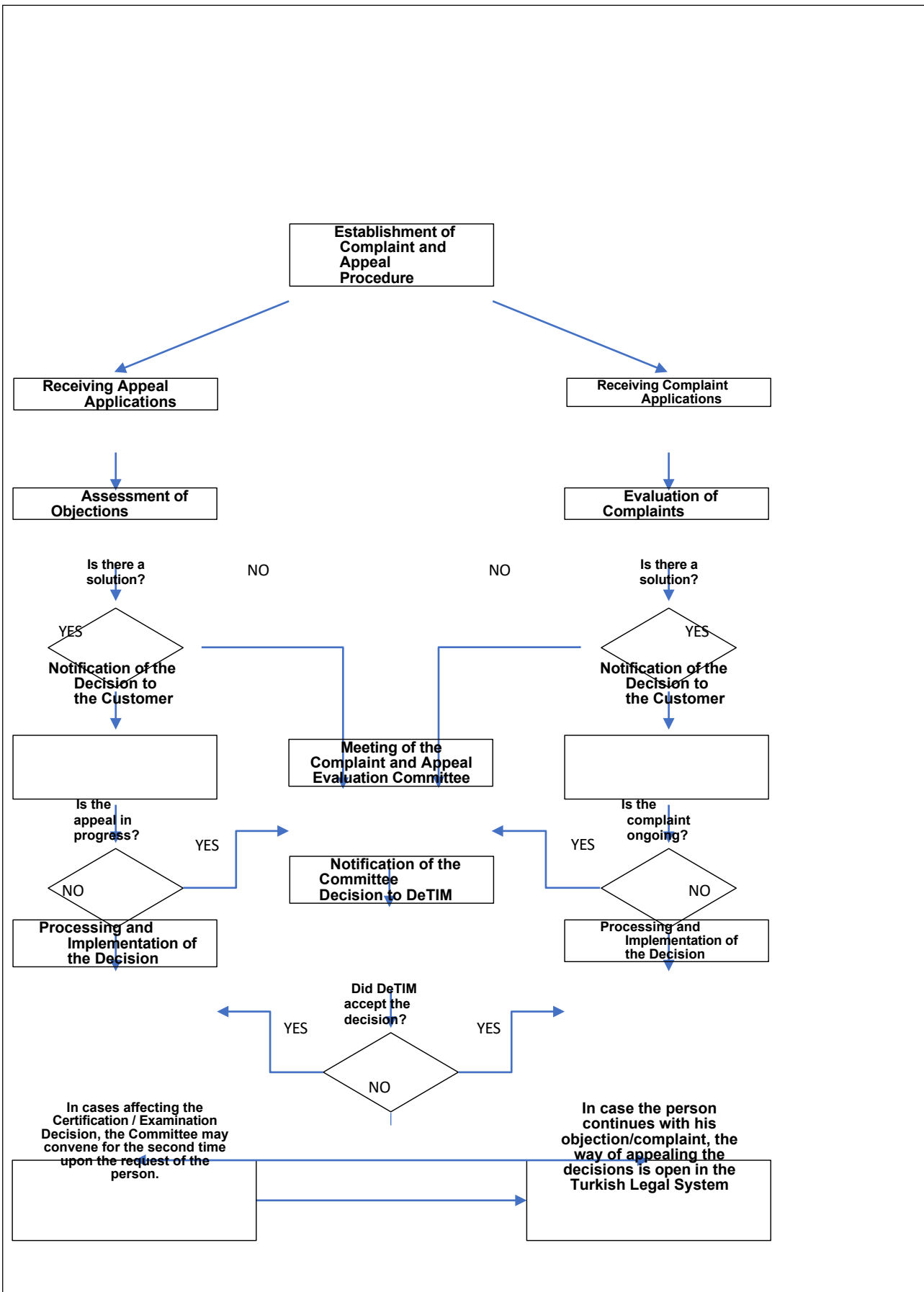
- Date and number of the decision subject to appeal (if any),
- Reasons or grounds for objection (evidence of objection, if any),
- Name of the organisation and the person making the application,
- Relevant person and contact details.

When creating the Complaint and Appeal Procedure, the stages start with the same progression according to whether it is a complaint or an appeal, firstly by receiving the objection or complaint applications. Then it continues as the evaluation of the objection or complaint. If a solution can be found, the decision is notified to the customer. If the complaint or objection does not continue after the decision notification, the decision is processed and implemented.

If a solution cannot be found for the objection or complaint, the complaint and objection evaluation committee convenes and notifies the decision of the committee to Management. If Detim accepts the decision, the decision is processed and implemented. If Detim does not accept the decision, the committee may convene a second time at the request of the person in cases affecting the Certification / Examination decision. If the person continues his/her objection/complaint, the way of appealing the decisions is open in the Turkish Legal System

If a solution can be found for the objection or complaint, the decision is notified to the customer. If the customer continues the complaint or objection after the decision notification, the complaint and objection evaluation committee convenes and notifies the committee's decision to Detim. If Detim accepts the decision, the decision is processed and implemented. If Detim does not accept the decision, the committee may convene a second time at the request of the person in cases affecting the Certification / Examination decision. In case the customer continues to object/complain, the way of appealing the decisions made is open in the Turkish legal system.

The stages of the Complaint and Appeal Procedure are shown in the diagram below.





COMPLAINT AND APPEAL PROCEDURE

Publication Date	10.9.2018
Document No.	DTM.PRS.11
Rev. No/ Date	05 / 31.07.2024
Page No	8 / 8

7. RELATED DOCUMENTS:

DTM.F. 17 Complaint / Appeal Form

DTM.F. 18 Complaint / Appeal

Monitoring Form

DTM.F. 16 Non-conformity and Corrective/Preventive Action Form