

## **Procedure for Complaints**

1. All formal complaints shall be submitted in writing or by email.
2. Upon receipt of any complaint, Technical Manager shall confirm whether the complaint relates to inspection activities for which it is responsible and will be forwarded to Head of Inspection Unit.
3. Head of Inspection Unit will review the complaint and decide on the way it is processed on the basis of the procedure and only those related are forwarded for required activities. In most cases the complaint will be passed on to the member of staff concerned.
4. Staff member will attend to the issue and give recommendations concerning the decisions to be taken to the Head of Inspection Unit.
5. Head of Inspection Unit will send a decision to the complainant within two weeks after receipt of the complaint.
6. In case of the customer complaint is deserved or right, Head of IU determines the probable causes and solving proposals, as per the initial analysis and its priority status.
7. The root cause of each complaint is searched and the result is shared with the related departments. The solution and action plan to be delivered to the customer is determined. The decision to be communicated to the complainant shall not be taken by the personnel who engaged in the original inspection activities in question.
8. In case of the customer complaint is not deserved / not right, the result is delivered to the complainant, and the best is performed to help the customer even though the complaint is not deserved.
9. After determining the immediate solving proposals, Corrective Action and Preventive Action Reports are generated.
10. The specified solutions and action plan is shared with the complainant and an approval is obtained. If the complainant does no feedback within 60 days on the issue, the actions is accepted as “approved” . For the solutions which is not approved by the complainant, analysis and evaluation period is re-performed (preliminary examination and evaluation process) and the solutions are improved.
11. Any step of above shall not result in any discriminatory actions while being processed.