

APPEALS AND COMPLAINTS PROCEDURE

(P12 Rev.02/05.09.2023)

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ELECTRONIC VERSION

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1. PURPOSE

- 1.1. The purpose of this procedure is to define the conditions under which complaints and appeals submitted against KAS are recorded and to describe the process for their handling and resolution.

2. SCOPE

- 2.1. This procedure applies to all institutions, organizations, and personnel involved in complaints and appeals related to all activities carried out by KAS and its certified clients.

3. REFERENCES

- 3.1. TÜRKAK Guidelines: R40.02, R40.05, R40.09, ISO 19011, IAF MD 5, IAF MD 9, IAF MD 16, ISO/IEC 17021-1, ISO/IEC 17021-2, ISO/IEC 17021-3, ISO/IEC 17021-10, ISO/IEC 17065, OIC/SMIIC-2, ISO/TS 22003, Clause 7.2.

4. DEFINITIONS

Complaint: A complaint is an expression of dissatisfaction submitted by a natural or legal person regarding KAS's performance, procedures, policies, personnel, outsourced personnel acting on behalf of KAS, certification, audit or training activities conducted by KAS, or any other activities performed by KAS, excluding matters that are the subject of an appeal.

Appeal: An appeal is a request submitted by a natural or legal person for the reconsideration of a decision made by KAS regarding the requested training or certification status.

5. PROCEDURE

5.1.

5.2. General Complaints and Handling Process

- 5.2.1. Parties relying on KAS certification have the right to expect that complaints will be properly investigated by KAS. Where a complaint is found to be valid, KAS shall ensure that it is handled appropriately and that reasonable efforts are made to resolve the complaint. Responsiveness to complaints is an important means of protecting KAS, its clients, and other interested parties from errors, deficiencies, and unreasonable conduct. Proper handling of complaints helps maintain confidence in KAS's certification, training, and other conformity assessment activities.

- 5.2.2.** Upon receipt of a written or verbal complaint, the complaint shall be recorded in **P12 Form01 – Appeal and Complaint Form** (electronically or digitally). Any correspondence related to the complaint shall be attached to the form.
- 5.2.3.** Complaints received through the rapid communication channel shall be forwarded daily by the responsible personnel to the **Management Representative**, who shall refer the complaint to the relevant department for further action.
- 5.2.4.** KAS is responsible for collecting and verifying all information necessary to validate complaints and for making decisions at every stage of the complaint-handling process. No discrimination shall be made against the complainant(s).
- 5.2.5.** The complaint-handling process shall include, at a minimum, the following activities:
- a) Receiving, validating, and investigating complaints, and determining the actions to be taken in response.
 - b) Monitoring and maintaining records of complaints, including all actions taken to resolve them.
 - c) Ensuring that appropriate corrections and corrective actions are implemented and verified for effectiveness.
- 5.2.6.** If the complaint relates to KAS certification activities, it shall be evaluated by the manager of the relevant department according to its subject matter. Where the complaint concerns a certified client, the client shall be contacted to facilitate resolution of the issue. Appropriate improvement actions shall be determined, together with the person(s) responsible for implementing them. The decision shall be recorded in **P12 Form01 – Appeal and Complaint Form**. Confidentiality shall be maintained throughout the complaint-handling process.
- 5.2.7.** Once the required correction, corrective action, and improvement action have been completed satisfactorily, the responsible KAS personnel shall sign the relevant section of **P12 Form01 – Appeal and Complaint Form**.
- 5.2.8.** Within **20 working days** of receiving the complaint, the **Management Representative** shall provide the complainant with written confirmation that the complaint has been received and inform the complainant of the progress made in handling the complaint.

5.2.9. As a general principle, all complaints shall be resolved satisfactorily within **12 weeks** from the date of receipt. The outcome shall be communicated to the complainant either in writing or by telephone by the **Management Representative**. The receipt, acceptance, handling, review, approval, notification, and final decision regarding the complaint shall be carried out by personnel who have had no prior involvement in the subject of the complaint.

5.2.10. Complaints shall be recorded in **P12 Form02 – Customer Complaint Analysis Form** for the purposes of data analysis and prompt communication to the responsible personnel. These records shall be submitted monthly to Top Management by the **Management Representative**.

5.2.11. Complaints Concerning Certified Clients

5.2.11.1. Complaints concerning KAS-certified clients shall first be evaluated by the **Management Representative** or the **Authorized Manager**, taking into consideration the effectiveness of the certified management system. The certified client shall then be informed within **one (1) week** of the actions required to address the complaint. Confidentiality shall be maintained throughout the complaint-handling process.

5.2.11.2. In addition to the above, if the complaint relates to the activities of a certified client, an **unannounced audit** or a **short-notice audit** may be conducted where deemed necessary.

5.2.11.3. Interested parties may access this procedure and **P12 Form01 – Appeal and Complaint Form** through the KAS website (www.kascert.com) for the submission of complaints and appeals.

5.2.11.4. Any adverse incidents involving medical devices shall be reported to the competent authorities (**Republic of Türkiye Ministry of Health**). Information relating to such incidents shall be collected and evaluated centrally and, where necessary, communicated to the relevant member states. The primary objective of this system is to enhance the safety of patients, users, and other interested parties by preventing the recurrence of similar incidents elsewhere. Where such circumstances arise, KAS may conduct an **unannounced audit** of the certified client, and, where appropriate, the certification may be **suspended or withdrawn**.

5.3. Appeals and Handling Process

5.3.1. Any party wishing to appeal the outcome of a complaint, or any decision relating to the suspension, withdrawal, or other certification decisions, may submit an appeal to the **Independent Appeals Committee** of KAS.

The decision of the Appeals Committee shall be communicated in writing to the relevant parties. The decision communicated to the appellant shall be made, reviewed, and approved by individuals who have not previously been involved in the subject matter of the appeal.

The acceptance, investigation, and resolution of appeals shall be conducted without discrimination against the appellant.

- 5.3.2.** During the appeal-handling process, previous similar appeals, where applicable, shall be taken into consideration and recorded in **P12 Form01 – Appeal and Complaint Form**.

Based on the information contained in the form, KAS shall conduct its own investigation and submit its findings to the Appeals Committee. The Committee may request further investigation or issue a decision.

The Committee's decision may require the implementation of corrections and corrective actions or, where appropriate, provide redress to the appellant.

The receipt, acceptance, processing, review, approval, notification, and final decision of an appeal shall be carried out by personnel who have had no involvement in the subject matter of the appeal.

All records shall be maintained to ensure full traceability.

- 5.3.3.** KAS is responsible for collecting and verifying all information necessary to validate an appeal and for making decisions at every stage of the appeal-handling process. Interested parties may access the **P12 Appeals and Complaints Procedure** and **P12 Form01 – Appeal and Complaint Form** through the KAS website (www.kascert.com).

5.4. Complaints and Appeals Related to Halal Certification

- 5.4.1.** Any appeal or complaint relating to Halal certification services shall be handled in accordance with **Section 5.1** of this procedure. An **Appeals Committee** established by KAS shall be responsible for evaluating such appeals and complaints, resolving the issues raised, and communicating the outcome to the relevant parties.

- 5.4.2.** Members of the Appeals Committee shall be independent of all stages of the Halal certification activities that are the subject of the complaint or appeal.

- 5.4.3.** The Appeals Committee shall consist of **at least three (3) members**, including **at least one expert in Islamic Affairs**. Decisions relating to appeals shall be made **by unanimous agreement**.

- 5.4.4.** Complaints received from consumers concerning certified Halal products or services shall be investigated and evaluated by KAS.
Where a complaint is determined to be justified following the evaluation, the certificate holder shall be required to compensate any resulting damages in accordance with the applicable contractual provisions.

6. REVISION HISTORY

Page No	Revision	Description of Revision	Date
All Pages	1	The document was comprehensively revised and reissued.	11.06.2023
Page 5	2	Clause 9.7 of ISO/IEC 17065 regarding appeals and complaints related to Halal certification was added.	05.09.2023

7. RECORDS

Record No.	Record Name	Format	Retention Period
P12 Form01	Appeal and Complaint Form	Electronic / Hard Copy	Permanent
P12 Form02	Complaint Analysis Form	Electronic / Hard Copy	Permanent