

OBJECTIONS AND COMPLAINTS MANAGEMENT PROCEDURE

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Date	23.11.2022	23.11.2022	23.11.2022
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1. PURPOSE

In this procedure, it is aimed to follow up and record the complaints and/or objections, to define the methods to ensure that an appropriate activity is carried out including the activities to be carried out for the resolution of the complaints and/or objections, when complaints and/or objections are received by ESTKOM Energy regarding the inspection activities.

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2. SCOPE

This procedure covers the evaluation of all kinds of complaints and/or objections from the related parties.

3. DEFINITIONS

3.1 Complaint: Unlike an objection, it is when a person or organization expresses dissatisfaction with ESTKOM Enerji regarding its activities, with the expectation of a response.

3.2 Objection: It is the request of the supplier of the inspection item from ESTKOM Enerji to re-evaluate the decision made regarding this item.

4. KAYNAKLAR

4.1 Computer

4.2 Office programs

4.3 Employee

4.4 Office

5. SORUMLULUKLAR

5.1 General Manager

5.2 Quality Manager

5.3 Technical Manager


6. APPLICATIONS

6.1 Receiving, Validating and Concluding Complaint Applications 1

6.1.1 Complaints from customers and/or related parties regarding the practices of ESTKOM Energy are recorded by the Quality Officer after the "FRM.017 Complaint and Objection Notification Form" on the website is filled in and delivered to ESTKOM Energy.

6.1.2 Verbally submitted complaints are put in writing by the Quality Officer or the person receiving the complaint using the "FRM.017 Complaint and Objection Notification Form".

6.1.3 The Quality Officer gives the registration number to the completed "FRM.017 Complaint and Objection Notification Form" and records it in the "LST.011 Complaint and Objection Notification Tracking List". It notifies the complainant of the receipt of the complaint (by specifying the date and registration number) within 5 working days by

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telephone or e-mail from the contact information defined in the "FRM.017 Complaint and Objection Notification Form" . It records information on the " FRM.017 Complaint and Objection Notification Form" .

- 6.1.4** completed "FRM.017 Complaint and Objection Notification Form" is kept by the Quality Officer.
- 6.1.5** The Quality Officer forwards the complaint to the Technical Manager for validation.
- 6.1.6** complaint is validated by the Technical Manager, necessary meetings are held to discuss the situation subject to the complaint. The decisions taken meanwhile are final decisions.
- 6.1.7** After the decisions are taken, they are implemented by the Quality Officer and/or the Technical Manager within 1 month at the latest.
- 6.1.8** If the need for corrective or preventive action arises as a result of the decision, corrective or preventive action is initiated according to the "PRS.010 Corrective and Preventive Actions Procedure".
- 6.1.9** complaint are completed, the Quality Officer informs the complainant in writing.
- 6.1.10** complainant does not accept the determined solutions, the complaint turns into an objection and activities are carried out in accordance with article 6.3 of the procedure.
- 6.1.11** ESTKOM Energy is responsible for the collection, verification and confidentiality of all information required to validate the complaint .

6.2 Activities that can be carried out as a result of the Evaluation of the Complaints


complaints , the situations that may occur, provided that they are not fixed with the situations described below, and the activities that can be carried out within the scope of these are defined.

Situations caused by personnel; In the event that the subject of the complaint is caused by the personnel involved in the inspection activities, the relevant inspection and past examinations of the personnel are evaluated by those who are not related to the situation subject to the complaint. Information about the situation is obtained from the personnel and the Technical Manager. If it is decided that the complaint is caused by the personnel, the actions to be taken are as follows, but not limited to the following:

-  The report can be withdrawn.
-  Training can be given to the personnel regarding the situation that is the subject of the complaint .
-  Professional Liability Insurance can be used depending on the size of the customer's financial loss.

Conditions caused by inspection measuring equipment; In case the situation subject to the complaint is caused by the inspection measuring equipment, the operation of the equipment is stopped, if possible, another equipment is provided in order to continue the current inspection. Inspection activities continue with new equipment . If the complaint comes after the conclusion of the inspection, the accuracy of the equipment is checked. Other inspections using the same equipment are reviewed by experienced personnel. If it is decided that it is necessary as a result of the examinations, the maintenance / calibration process is applied to the equipment.

Conditions arising from the inspection method; In case the situation subject to the complaint is caused by the inspection method, all details about the inspection are examined by the Technical Manager. Along

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with mutual discussions with the complainant , appropriate and possible corrective actions are discussed and appropriate action is taken. If necessary, the examination is repeated.


6.3 Receipt, Validation and Finalization of Appeal Applications

- 6.3.1** Objections from customers and/or related parties regarding the practices of ESTKOM Energy are recorded by the Quality Officer after the “FRM.017 Complaint and Objection Notification Form” on the website is filled in and delivered to ESTKOM Energy.
- 6.3.2** Verbally communicated objections are put in writing by the Quality Officer or the person receiving the objection, using the "FRM.017 Complaint and Objection Notification Form".
- 6.3.3** The Quality Officer gives the registration number to the completed "FRM.017 Complaint and Objection Notification Form" and records it in the "LST.011 Complaint and Objection Notification Tracking List". It notifies the objector of the receipt of the objection (by specifying the date and registration number) within 2 business days via telephone or e-mail from the contact information defined in the "FRM.017 Complaint and Objection Notification Form" . It records information on the " FRM.017 Complaint and Objection Notification Form" .
- 6.3.4** completed “FRM.017 Complaint and Objection Notification Form” is kept by the Quality Officer.
- 6.3.5** The Quality Officer forwards the objection to the Technical Manager for validation.
- 6.3.6** After the objection is validated by the Technical Manager, necessary meetings are held to discuss the situation subject to the objection. The decisions taken meanwhile are final decisions.
- 6.3.7** After the decisions are taken, they are implemented by the Quality Officer and/or the Technical Manager within 1 month at the latest.
- 6.3.8** If the need for corrective or preventive action arises as a result of the decision, corrective or preventive action is initiated according to the "PRS.010 Corrective and Preventive Actions Procedure".
- 6.3.9** After the studies initiated for the objection are completed, the Quality Officer informs the objector in writing.
- 6.3.10** ESTKOM Energy is responsible for the collection, verification and confidentiality of all information required to validate the objection.

6.4 Activities That Can Be Taken After Evaluation of Objections

During the evaluation of the objections, the situations that may occur, provided that they do not remain constant with the situations defined below, and the activities that can be carried out within the scope of these are defined.

Situations caused by personnel; In the event that it originates from the personnel involved in the inspection activities subject to the objection, the relevant inspection of the personnel and the inspections they have made in the past are evaluated by those who are not related to the situation subject to the objection. Information about the situation is obtained from the personnel and the Technical Manager. If

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it is decided that the objection is caused by the personnel, the activities to be carried out are as follows, but not limited to:

- ✚ The report can be withdrawn.
- ✚ Training can be given to the personnel regarding the situation that is the subject of the objection.
- ✚ Professional Liability Insurance can be used depending on the size of the customer's financial loss.

Conditions caused by inspection measuring equipment; In case the situation subject to the objection is caused by the inspection measuring equipment, the operation of the equipment is stopped, if possible, another equipment is provided in order to continue the current inspection. Inspection activities continue with new equipment . If the objection comes after the conclusion of the inspection, the equipment is checked for accuracy. Other inspections using the same equipment are reviewed by experienced personnel. If it is decided that it is necessary as a result of the examinations, the maintenance / calibration process is applied to the equipment.

Conditions arising from the inspection method; In case the situation subject to the objection arises from the inspection method, the entire process related to the inspection is examined by the Technical Manager. Along with mutual negotiations with the objector, appropriate and possible corrective actions are discussed and appropriate action is taken. If necessary, the examination is repeated.

6.5 Privacy Policy

All objections to ESTKOM Energy are confidential and no information is given to third parties, except for conditions that must be made public.

If deemed necessary, only TÜRKAK is allowed to see it.

All records, documents, all relevant meeting records are kept by the Quality Officer. The objector is informed in writing about the reasons for the decisions taken at each stage of the objection process, and this information is recorded.

this procedure are kept in accordance with “PRS.002 Document and Records Control Procedure”.


ESTKOM Energy has made its procedure and form available to the relevant parties on the website about the objection processes.

6.6 General

6.6.1 Incoming complaints and objections are examined by the Quality Officer whether they are related to ESTKOM Energy 's inspection activities. The Quality Officer may request information from the Technical Manager if he/she needs it at this stage. Incoming complaints and objections are accepted if they are related to ESTKOM Energy 's inspection activities, if not, the complainant/objection holder is informed about the subject.

6.6.2 ESTKOM Energy is responsible for all decisions at all stages of the process of handling complaints and objections.

6.6.3 ESTKOM Energy does not engage in any activity that may cause discriminatory activities in research and decisions in this process.

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6.6.4 Whenever possible, the Quality Officer notifies the complaining or objecting party that the complaint or objection has been received and notifies the parties in writing of progress reports and results.

6.6.5 complainant or the objector is reviewed, approved, evaluated and an independent decision is made by the person or persons who did not take part in the inspection activities that are the subject of the complaint or objection.

6.6.6 Whenever possible, the Quality Officer notifies the complaining or objecting party in writing and formally of the end of the complaint or appeal handling process.

7. Related documents

7.1 PRS.002 Document and Record Control Procedure

7.2 PRS.010 Corrective and Preventive Actions Procedure

7.3 FRM.017 Complaint and Objection Notification Form

7.4 LST.011 Complaint and Objection Notification Tracking List

8. Revision History

Revision No.	Revision date	Reason for Revision
01	25.03.2021	Change of company name logo
02	30.11.2021	Added clause 6.6.
03	23.11.2022	Updated clause 5; 6.1.7, 6.2; 6.3.7; 6.4 (Deputy Technical Manager removed.)