CUSTOMER SERVICE AND COMPLAINT RESOLUTION PROCEDURE

Table of Contents

1. Purpose

In this procedure, it is aimed to increase customer satisfaction at QVV, to ensure the confidentiality of customer information, to determine the methods for receiving, evaluating and resolving complaints reported by any person or organization regarding the activities or results of the laboratory.

2. Scope

It covers QVV's activities in the service area and its relationships with its customers.

3. Definitions and Abbreviations

QVV : QVV Mühendislik ve Sanayi Ticaret Limited Şirketi

Complaint : Verbal or written applications made by private/legal persons on any matter related to nonconformities arising from QVV's service results.

Appeal : It is a verbal or written request by private/legal persons for reconsideration of any decision made by QVV regarding activities in the areas served. Objections are also considered as complaints.

Suggestion : Choice and advice from customers or staff members.

4. Responsibility

General Manager and all the staff.

5. Procedure Details

5.1 Receipt of Complaints and Appeals

5.1.1 Customer Complaints Regarding Service Quality

Communication with the customer is provided through channels such as face-to-face meetings, mail, telephone, e-mail, fax, etc. The handling, evaluation and finalization of complaints are shown in the Complaint Flow Chart (QVV-PRS-006). Complaints and feedback received from customers are created using the Complaint, Appeal and Suggestion Form (QVV-FRM-017). The Marketing and Sales Manager and the General Manager evaluate the feedback and the actions to be taken are determined and transferred to the Quality Management Representative and followed up by the Quality Management Representative. If necessary, action is taken according to the Corrective Action Procedure (QVV-PRO-005).

5.1.2 Customer Complaints Regarding Test Quality & Inspection Activities

The complaint and/or feedback is transferred to the Quality Manager using the Complaint, Appeal and Suggestion Form (QVV-FRM-017). If nonconformity is detected, action is taken according to the Control of Nonconforming Work Procedure (QVV-PRO-004). As a result of the evaluation, the

customer is notified in writing (preferably by e-mail) or verbally about the issues that do not require a repeat test. When it is necessary to repeat the test/inspection, the Marketing and Sales Manager will meet with the customer on the date notified after the necessary arrangements have been made. The customer is informed about the standard to be applied in the test/inspection, the test/inspection method and the devices used in the tests/inspections. In case of any disagreement during the test/examination repetition accompanied by the customer, the General Manager is notified and a meeting is held with the customer to reach an agreement. In case of objection to the reported result again, the test can be repeated in another laboratory / inspection organization (preferably accredited) to be agreed with the customer, and the result is evaluated and decided according to the result. The test/inspection fee is borne by the wrong party. If a settlement cannot be reached as a result of all these activities, the customer is informed that the judicial remedy is open.

In the event that the results of the tests/inspections are different in the repeat tests/inspections; the procedures are applied according to the Procedure for the Control of Non-Compliant Work (QVV-PRO-004), taking into account the effect of the same test/inspection on other services to which the same test/inspection is applied.

5.1.3 Customer Complaints Received through the Accreditation Body and Other Related Parties

Complaints made to the accreditation body if the customer is not convinced of the activities carried out in the resolution of the complaint, If there is a request for information by the accreditation body, the complaint and/or feedback is transferred to the Quality Management Representative using the Complaint, Appeal and Suggestion Form (QVV-FRM-017). The complaint is evaluated by the Quality Management Representative. Information about the solution is given to the accreditation body in writing by the Quality Management Representative. Information obtained from sources other than the customer is considered confidential information and will not be shared with 3rd parties.

5.2 Evaluation of Complaints and Appeals

QVV notifies the other party within the first 5 days that the appeal or complaint has been received and evaluated. Incoming appeals or complaints are evaluated by a team of personnel who are not involved in the activity subject to the appeal/complaint but who are competent enough to evaluate the issue. Incoming appeals/complaints are recorded in the Complaint, Appeal and Suggestion Tracking List (QVV-LST-005) and followed up. Incoming appeals/complaints are evaluated within 20 business days from the date of receipt and the relevant party is notified of the evaluation result.

If the appellant/complainant is not satisfied with the result as a result of the evaluations, he/she must notify his/her appeal to the decision within 5 working days after the evaluation result.

Complaints and appeals received after 5 working days after the test/inspection result is communicated to the customer are not taken into consideration.

5.3 Resolution of Complaints and Informing the Customer

In resolving all complaints received by QVV, if necessary, a Corrective Action Form (QVV-FRM-015) is opened and the root cause of the complaint is eliminated according to the Corrective Action Procedure (QVV-PRO-005). The customer is informed verbally and in writing about the status of the complaint and the results of the actions taken via the Complaint, Appeal and Suggestion Form (QVV-FRM-017) and the complaint is followed up by the Marketing and Sales Manager. All records of customer complaints are kept according to the Records Control Procedure (QVV-PRO-002).

5.4 Service to the Customer

QVV has a policy of always cooperating with its customers by prioritizing confidentiality regarding their requests and the services to be provided. The request of the customer or representative to be present as an observer during the tests and inspections is evaluated by the Marketing and Sales Manager and the Laboratory-NDT Deprt Supervisor and if deemed appropriate, an appointment is made. Taking into account the current workload of the laboratory, the appropriate date is determined for the service to be provided to the customer or representative. The date determined is notified to the customer by the Marketing and Sales Manager. If the visit will be in the laboratory; Before the visit of the customer or representative, it is ensured by the Laboratory Supervisor to make the necessary arrangements within the framework of the principle of confidentiality and reliability in the Laboratory. After the customer or his/her representative is accepted in accordance with the Confidentiality and Impartiality Instruction (QVV-TLM-001), he/she is informed about the confidentiality of the activities carried out in the laboratory by signing the Visitor Confidentiality Agreement (QVVV-FRM-032) and is not allowed to enter the irrelevant part. Confidentiality and Impartiality Instruction (QVV-TLM-001) is applied in order not to see the experiments or test results of other customers while in the laboratory. If the customer or his/her representative requests during the time he/she is in the laboratory/site, all necessary information about the test-inspection, such as test-inspection methods, measurement and test-inspection devices, etc. is given by the Laboratory Supervisor for the laboratory - Inspection Specialist - Technical Manager for the inspection. Proprietary and non-proprietary rights that the customer wishes to keep confidential are specifically protected by all QVV personnel. In the event that the customer requests clarification and/or comments on the understanding of the test reports and results, the Quality Manager and/or General Manager will provide the necessary information. The Customer Satisfaction Questionnaire (QVV-FRM-016), which is prepared to obtain positive or negative feedback information from customers, is sent by the Marketing and Sales Manager in November each year. In order to continuously improve the Management System by utilizing the positive and/or negative feedback information received from customers, practices are carried out according to the Continuous Improvement Procedure (QVV-PRO-012).

6. Related Documents

- Procedure for Control of Nonconforming Work (QVV-PRO-004)
- Corrective Action Form (QVV-FRM-015)
- Corrective Action Procedure (QVV-PRO-005)
- Records Control Procedure (QVV-PRO-002)
- Confidentiality and Impartiality Instruction (QVV-TLM-001)
- Visitor Privacy Policy (QVV-FRM-032)
- Customer Satisfaction Survey (QVV-FRM-016)
- Continuous Improvement Procedure (QVV-PRO-012)
- Complaint Flowchart (QVV-PRS-006)
- Complaint, Appeal and Suggestion Form (QVV-FRM-017)
- Complaint, Appeal and Suggestion Tracking List (QVV-LST-005)

7. Amendments

Amendments to this procedure are made by the Quality Management Representative.

PREPARED BY	**CONTROLLER**	**APPROVED BY**
Quality Management Representative Elif ERDİNÇ ŞENKAL	Quality Manager Süheyla OKTAR	General Manager R. Bülent GÜMÜŞEL