1. INFORMATION ON THE COMPLAINANT OR APPELLANT:

Company/Person Name and Surname Department-Title Phone/Fax E-Mail	

2. EXPLANATION OF COMPLAINT/APPEAL

[Write here.]

Date-Signature:
Note - For verbal complaints and appeals, this form must be filled in and the approval of the complainant or appellant must be obtained that the issue is understood correctly.

3. EVALUATION OF COMPLAINTS/APPEALS
(To be filled in by Avrasya Staff)

METHOD OF COMPLAINT/APPEAL
☐ Fax-e-mail Telephone/Oral Meeting/Visit ☐ ☐

Evaluation Date	
Person Receiving Complaint/Appeal	

Reason for Complaint/Appeal:

Action to be Evaluated:

Complainant/Appellant Information (Decision):

Signature:

Response Date	

CA(Corrective Action) If required, CA No:	

COMPLAINT AND APPEAL HANDLING PROCESS

As Avrasya Sera Gazı Doğrulayıcı Kuruluş Mühendislik Anonim Şirketi, we follow a path that is open to the complaints and appeals made by our customers during the verification process in accordance with our Quality Policy, and that is open to defending and corrective actions with the answers we will give to these complaints and appeals.

The complaint and appeal mechanism we have created within the company is as follows;

- In the event of any complaint or appeal concerning the activities carried out by the AVRASYA verification team, the Complainant or Appellant submits the complaint or appeal to AVRASYA verbally/in writing and with a wet signature, using the "Fr.59 Complaint and Appeal Evaluation Form" available on AVRASYA's website (www.avrasyaseragazi.com.tr)
- The Complaint and Appeal Team/Committee responsible for handling the process is determined for each complaint or appeal that has been deemed valid.
- Once a complaint or appeal received by AVRASYA has been deemed valid, the complaint and appeal is evaluated, and the Quality Manager notifies the Complainant or Appellant within 7 calendar days that the complaint or appeal has been received and provides the name, surname and contact details of the person assigned to handle the complaint or appeal.
- If the Complaint and Appeal Form is received from the installation during the verification process, a Complaint and Appeal Evaluation Team shall be formed by the Responsible Manager, consisting of personnel who are not members of the verification team and who have no conflict of interest regarding the outcome of the complaint or appeal.
- The established Complaint and Appeal Evaluation Team reviews the complaint or appeal received and, where deemed necessary, obtains written information from the verification team regarding the complaint or appeal.
- If there are uncertainties in the evaluation made in the Complaint and Appeal Evaluation Team, it asks the Ministry or relevant institutions for written opinions on this situation.
- Based on the information gathered, a decision is made by the Complaint and Appeal Evaluation Team, and the Complaint and Appeal Evaluation Form is completed and shared with the Complainant or Appellant and the Verification Team in printed or electronic form.
- The Complainant or Appellant is informed of the complaint handling process and the persons who will be involved in this process.
- Complaints or appeals shall, as a general rule, be resolved within 30 days from the date they are submitted to AVRASYA in writing or from the completion of the audit process.

- Upon request, a description of the process for handling complaints and appeals is made public on Avrasya's website (www.avrasyaseragazi.com.tr).
- The confidentiality of the subject matter of the complaint or appeal and the identity of the Complainant or Appellant is maintained.
- Decisions taken regarding complaints and appeals are handled in an impartial, independent and objective manner, and the risks of any discriminatory action against the Complainant or Appellant are assessed. Necessary measures are taken to ensure that no discriminatory action is taken against the Complainant or Appellant as a result of the decisions made.
- The Complaint and Appeal Evaluation Form is added to the Complainant's or Appellant's file and retained as a record. If the Complainant or Appellant is a client of AVRASYA, the information related to the relevant complaint or appeal is retained together with the Verification File for 10 years.