



COMPLAINT PROCEDURE

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Effective Date	24.07.2024	Revision Date	-

Revision Status		
Revision Date	Revision No	Description
24.07.2024	00	The document has been newly created.

	NAME / SURNAME	SIGNATURE
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1. PURPOSE

The purpose is to review and resolve complaints received from customers or other stakeholders related to the testing services provided by Kortek Corrosion Technologies Test Laboratory.

2. SCOPE

This procedure covers all complaints within the laboratory's service domain.

3. RESPONSIBILITY

The Laboratory Manager is responsible for the implementation within the laboratory, and the Quality Management Representative is responsible for executing the procedure.

4. ABBREVIATIONS

5. DEFINITIONS

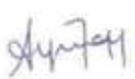
6. PROCEDURE

6.1. Receiving Complaints

- The procedure defining how all complaints received by the laboratory are handled is made accessible to relevant parties on the company's website. Throughout the entire process, from receiving to resolution, personnel involved are required to act in accordance with the principles of impartiality and confidentiality.

Complaints from customers may be received verbally or in writing.

- Customers can submit complaints via email.
- Customers may also submit written complaints by filling out the Complaint/Request Form available in the laboratory's document system, which is accessible to relevant parties.
- For verbal complaints, the Laboratory Manager or Quality Management Representative obtains the complaint from the customer by having them complete the Complaint/Request Form.
- Quality Technicians may submit their complaints related to the laboratory by filling out the Complaint/Request Form and sending it via email or submitting it in person to the Quality Management Representative.
- The investigation, evaluation, and resolution of complaints are prepared, reviewed, and approved by the independent Quality Management Representative or the Laboratory Manager for technical issues, regardless of the complaint subject. If the complaint concerns the Laboratory Quality Management Representative or the Laboratory Manager, it is evaluated by the Company Manager.

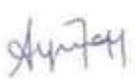
PREPARED BY	CONTROLLED BY	APPROVED BY
Quality Management Representative 	Laboratory Manager 	Firm Manager 

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- All complaints and customer expectations communicated to our laboratory are given importance. All complaints, whether written or verbal, are evaluated.
- The receipt, investigation, evaluation, and resolution of complaints are carried out by the Quality Management Representative according to the Complaint Process flow. During the investigation, evaluation, and resolution phases, the Quality Management Representative meets with the Laboratory Manager if necessary. For the complaint to be accepted, it is preliminarily assessed whether the complaint concerns the service received by reviewing relevant documents and records. If the preliminary assessment concludes that the complaint is related to laboratory activities, the complaint is accepted; otherwise, the customer complaint is not processed. In both cases, the customer is informed. The personnel receiving the complaint prepares a Complaint/Request Form and ensures that the customer is informed in writing or verbally within one week that the complaint is being addressed. The notification records are noted on the Complaint/Request Form.
- Actions taken regarding the complaint are planned, and any corrective actions taken to prevent recurrence and their results are recorded on the Complaint/Request Form by the Quality Management Representative together with the personnel performing the work. Once complaints are closed, the records are retained by the Quality Management Representative.
- If necessary, the complaint is finalized taking into account the opinions of the laboratory management. The personnel managing the complaint process form the laboratory's position based on the decision made, and the responsible personnel provide written or verbal information to the customer.
- If the resolution of the complaint requires a long period, the customer is informed throughout the process, and interim evaluations/reports are provided to keep the customer updated.
- If the evaluation concludes that the work needs to be withdrawn or stopped, the personnel managing the complaint process explain this in the response letter sent to the customer and ensure the re-execution of the work.
- The laboratory is responsible for decisions made throughout the complaint handling process.
- In the event of modifications, equipment malfunctions, or delays in analyses, the customer is informed in writing through all communication channels.

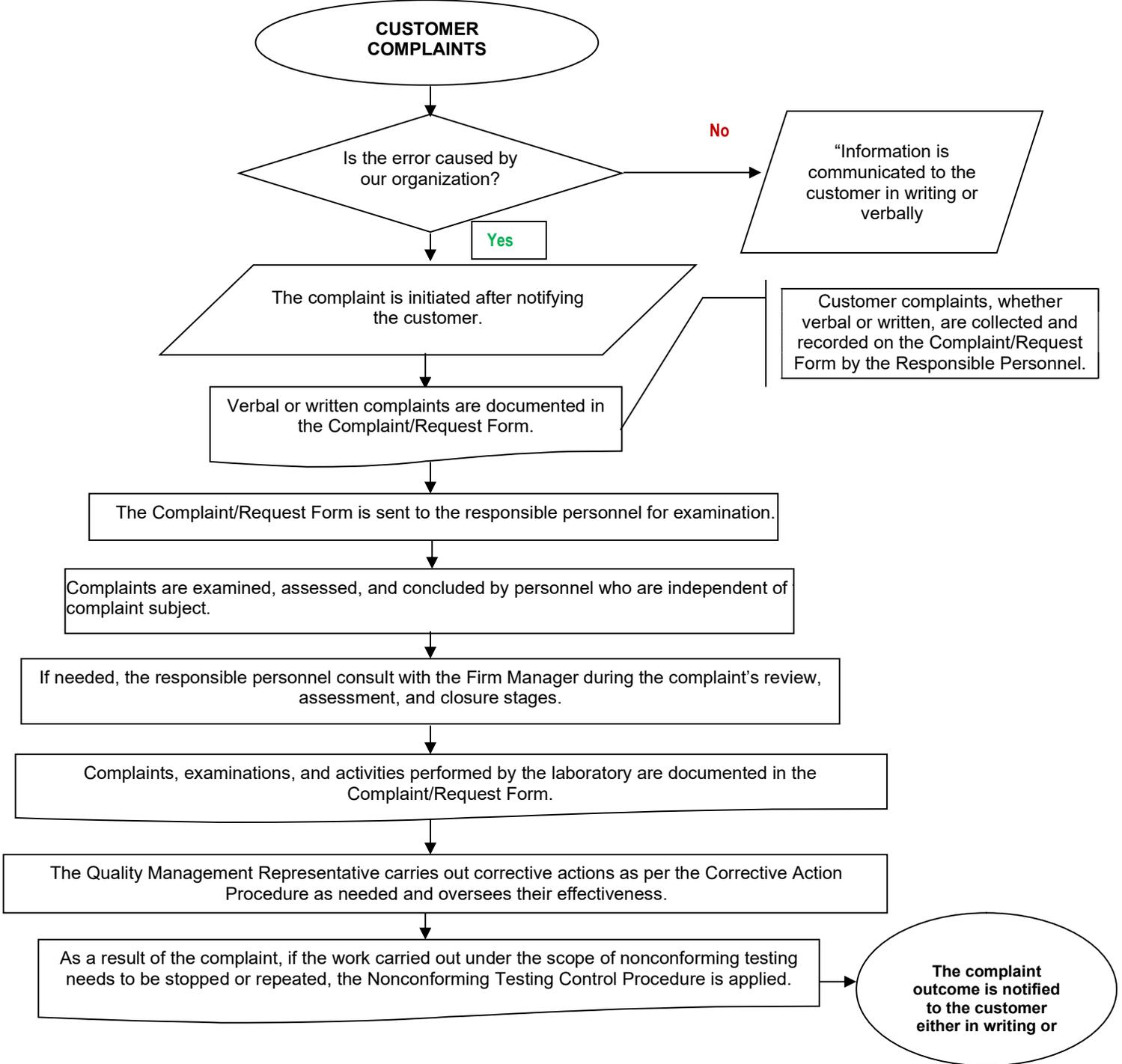
All complaints are tracked through the Complaint/Request Tracking Form.

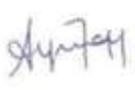
In our laboratory, complaints are evaluated according to the process shown in Figure 1.1 below.

PREPARED BY	CONTROLLED BY	APPROVED BY
Quality Management Representative 	Laboratory Manager 	Firm Manager 

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Ek-1 Complaint Process Flow

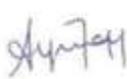


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7. RELATED DOCUMENTS

- P14- Nonconforming Work Control Procedure
- P18- Corrective Action Procedure
- P13-F01 Complaint/Request Form
- P13-F02 Complaint/Request Tracking Form

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