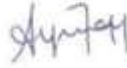


		COMPLAINT PROCEDURE	
Document No	P13	Revision No	02
Effective Date	24.07.2024	Revision Date	01.10.2025

Revision Status		
Revision Date	Revision No	Description
24.07.2024	00	The document has been newly created.
21.07.2025	01	Türkak 17025:2017 1st Audit 11/14 Regulations for non-compliance items a and b, including detailed laboratory assessments, are regulated by the complainant's side. The procedure specifies a maximum processing time of 20 days for the complaint to be completed.
01.10.2025	02	Procedure clause 6.1 has been revised to state: "Otherwise, the complainant's complaint will not be processed. The complainant will be informed verbally or in writing within one week at the latest that their complaint has been addressed, and whenever possible, the complaint will be resolved within a maximum of 20 days."

NAME / SURNAME		SIGNATURE
Prepared by	Derya Dinçer Yalçın – Quality Management Representative	
Checked by	Ayşe Gül Bal Hızlı- Laboratory Manager	
Approved by	Koralp KARADAĞ – Firm Manager	

		COMPLAINT PROCEDURE	
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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

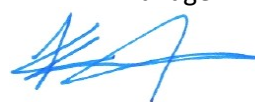
6. PROCEDURE

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.

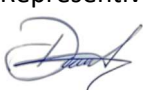
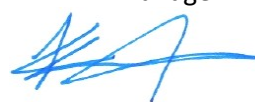
PREPARED BY	CONTROLLED BY	APPROVED BY
Quality Management Representative 	Laboratory Manager 	Firm Manager 

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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 Quality Management Representative collects, reviews, evaluates, and resolves complaints based on an analysis of the Complaint Processes. During the review, evaluation, and resolution of complaints, the Quality Management Representative meets with the Laboratory Manager, if necessary. The complaint is forwarded to the relevant unit managers, who review the documents and records related to the report and conduct a preliminary assessment to determine whether there are any complaints regarding the service received. Based on the preliminary assessment, complaints are accepted if they relate to laboratory procedures. ***Otherwise, we do not process the complaints. In either case, the complainant is notified. The complainant is notified verbally or in writing within one week of receiving the complaint, and the complaint is resolved within a maximum of 20 days, if possible. The Complaint/Request Form is not collected.***
- 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.

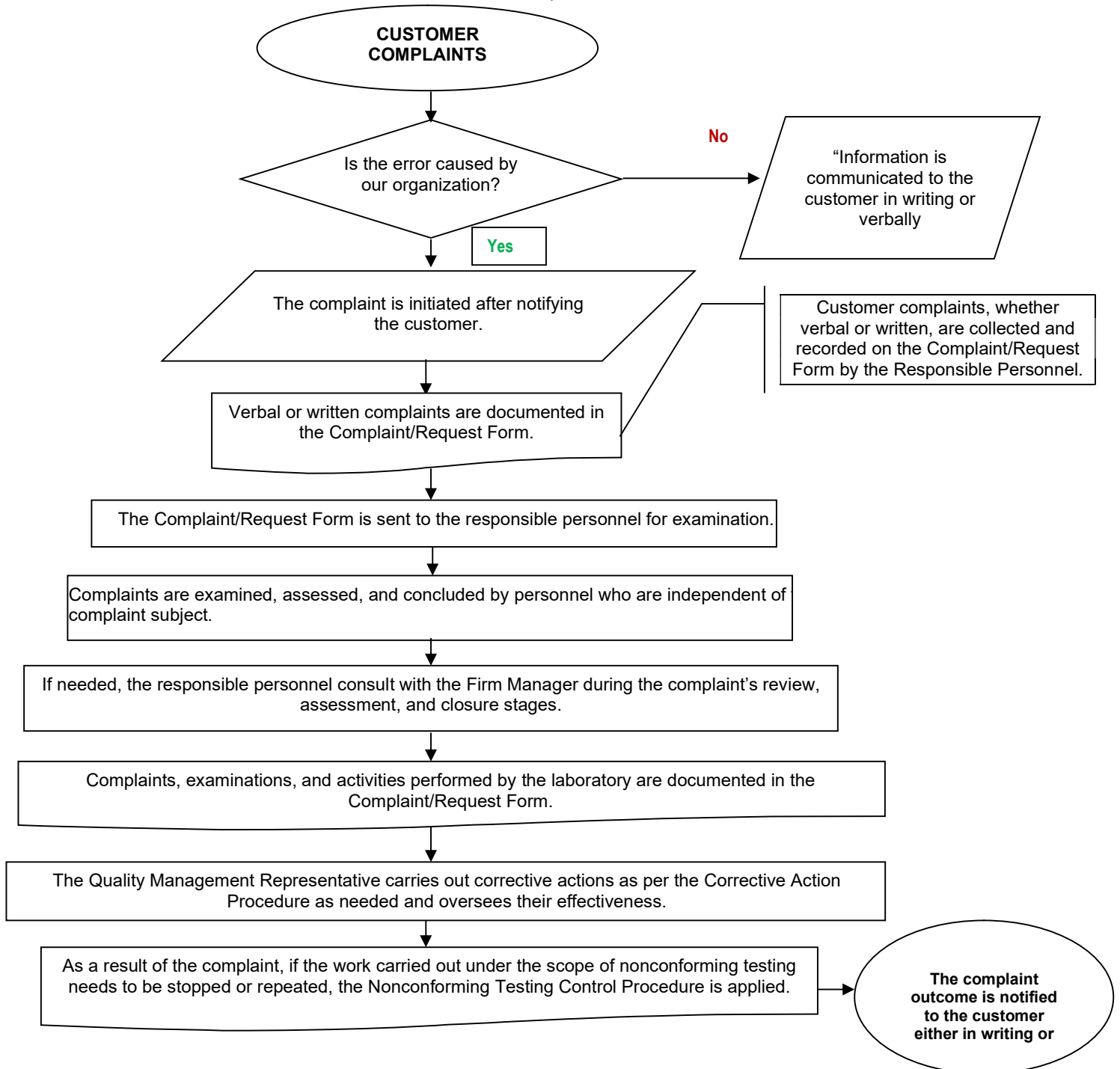
All complaints are tracked through the Complaint/Request Tracking Form.

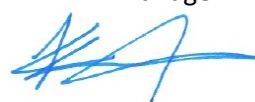
In our laboratory, complaints are evaluated according to the process shown in Figure 1.1 below.

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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Quality Management Representative 	Laboratory Manager 	Firm Manager 