



COMPLAINT and APPEAL PROCEDURE

1. PURPOSE

The purpose of this procedure is to obtain complaints and appeals and determining the methods and responsibilities for the evaluation and decision making.

2. DEFINITIONS

Complaint: A person or organization expresses dissatisfaction to IFC GLOBAL concerning its activities, with the expectation of an answer.

Appeal: Request for reconsideration of the decision of the client organizations from IFC GLOBAL.

3. RELEATED DOCUMENTS and REFERENCES

FR.07 Complaint and Appeal Form

4. APPLICATION

4.1. General

4.1.1. Complaints and appeals may be made in writing or verbally.

4.1.2. IFC GLOBAL is responsible for resolving complaints and appeals, and for making decisions at all levels of the evaluation and decision-making process.

4.1.3. Complaints and appeals are recorded in the **Complaint and Appeal Form** by the receiving personnel and forwarded to the Management Representative.

4.1.4. It is confirmed by the Management Representative that the complaint and appeal are related to the conformity assessment services provided.

4.1.5. If it is determined that the complaint and appeal are related to the provided conformity assessment services, the Management Representative shall review the complaint within a maximum of seven (7) business days.

4.1.6. If the complaint and appeal is about the people operating this procedure, the complaint is followed up and concluded by other personnel assigned to ensure that they are independent of the subject in line with their responsibilities.

4.2. Complaints

4.2.1. Complaints received and confirmed to be justified may be about IFC-GLOBAL's practices or customers whose conformity assessment has been completed. /The complaints received and verified may be about the applications of IFC GLOBAL or the clients which the conformity assessment has been provided for.

4.2.2. If the complaint is about the client provided with the conformity assessment services, the complaint shall be submitted to the client by the Management Representative.

4.2.3. The client is required to provide written information about actions taken or will be taken about the complaints made within a maximum of seven (7) business days.

4.2.4. Information received is reviewed by the Management Representative. Based on the complaint, the client organization may be visited and it can be checked whether the records about the complaint are kept regularly.

4.2.5. Complaints received and confirmed to be justified are forwarded to the Complaints and Appeals Committee for evaluation.

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4.3. Appeals

4.3.1. It is a principle of IFC-GLOBAL to receive, evaluate and make decisions on appeals and not to practice anything discriminatory against the appellers.

4.3.2. Appeals may be made in writing or verbally about the conformity assessment services; conformity assessment reports, conformity assessment personnel, the content of conformity assessment, etc. by the relevant clients.

4.3.3. Appeals received and confirmed to be justified are forwarded to the Complaints and Appeals Committee for evaluation.

4.4. Evaluation of Complaints and Appeals

4.4.1. The Complaints and Appeals Committee meets for every complaint and appeal that is forwarded to IFC-GLOBAL and whose legitimacy is confirmed.

4.4.2. Complaints and appeals are evaluated and a decision is made by the Complaints and Appeals Committee within a maximum of (15) fifteen business days.

4.4.3. The relevant complaints and appeals are validated and investigated by the Complaints and Appeals Committee. For this purpose, in appropriate and necessary cases, the information received regarding complaints and appeals is evaluated by the Complaints and Appeals Committee and a decision is made regarding the action to be taken.

4.4.4. Decisions of the Complaints and Appeals Committee are taken unanimously.

4.4.5. The decision of The Complaints and Appeals Committee is the final decision.

4.4.6. The decision taken by the Complaints and Appeals Committee is forwarded to the relevant IFC GLOBAL personnel, who will initiate and carry out the corrective/preventive action suggested/determined to be necessary.

4.5. Corrective Actions

4.5.1. In line with the evaluation results of complaints and appeals, corrective/preventive actions declared necessary by the Complaints and Appeals Committee are initiated and carried out by the relevant IFC GLOBAL personnel.

4.5.2. All initiated corrective or preventive actions are monitored (status) by the Management Representative.

4.6. Informing Relevant Parties

4.6.1. IFC-GLOBAL informs the complainant or appellant in writing of the receipt of the appeal and complaint, progress information, and the result of the appeal or complaint at the latest (1) one month after the date of the appeal or complaint.

4.6.2. All complaints and appeals received by IFC-GLOBAL are strictly confidential and in no case are they notified to third parties.

4.6.3. If necessary, IFC-GLOBAL determines, together with the customer and the complainant, the subject of the complaint and whether its solution will be made public, and if so, to what extent.

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**COMPLAINT and APPEAL PROCEDURE****REVISION INFORMATION**

Rev. No	Revision Date	Revision Description
00	-	Initial release
01	22.01.2024	The responsibility of IFC GLOBAL personnel to implement the decision of the Complaints and Appeals Committee, whose members are all external, is clearly defined.

Prepared by Management Representative	Approved by General Manager

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