	<b>COMPLAINTS PROCEDURE</b>			
<b>Document Number:</b> P709.EN	<b>First Publication Date:</b> 06.01.2024	<b>Revision Number: 01</b>	<b>Revision date: 03.02.2025</b>	<b>Page 1 / 3</b>

## 1. PURPOSE AND SCOPE

This procedure is aimed at receiving, evaluating and resolving complaints of customers, employees and other relevant persons at ANTALYA VELTIA PRIVATE FOOD CONTROL LABORATORY.

## 2. RESPONSIBLES

Activities	Responsibles	Info
Receiving Complaints	-Sample Acceptance and Reporting Unit -Quality Management Unit	Laboratory Manager General Manager
Evaluation of Complaints	-Laboratory Manager -Quality Management Unit	General Manager
Initiating Corrective Action	-Quality Management Unit	Laboratory Manager General Manager
Tracking the Results of Complaints, Keeping Records	-Quality Management Unit	Laboratory Manager General Manager
Informing the Complainant	Quality Management Unit Laboratory Manager	General Manager

## 3. DEFINITIONS AND ABBREVIATIONS

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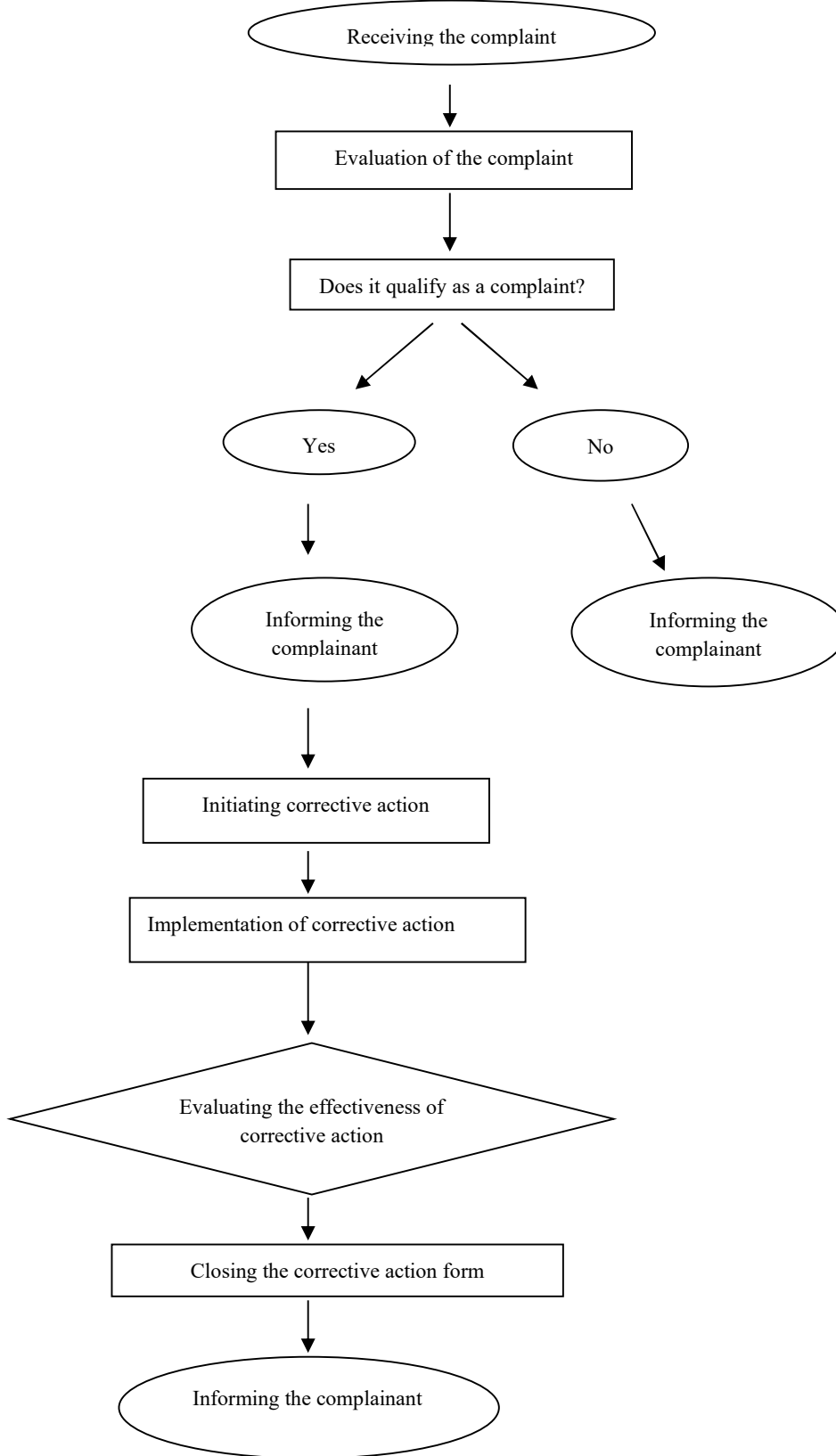
## 4. APPLICATIONS


### 4.1. Receiving the Complaint

Complainants and objectors can submit their complaints to Antalya Veltia Private Food Control Laboratory using the **F01-P709 Request and Complaint Form** and all communication channels (email, telephone, fax, mail).

The **F01-P709 Request and Complaint Form** is located in the SARE Unit. All objections are considered as customer complaints. Complaint owners submit the completed F01-P709 Request and Complaint Form to the SARE unit in the Request and Complaint Box. Opening the Request and Complaint Box and classifying and preserving the forms are the responsibility of the QMU Supervisor.

All **F01-P709 Request and Complaint Forms** filled out by Antalya Veltia Private Food Control Laboratory personnel are forwarded to the QMU Supervisor. QMU is responsible for tracking all complaints received using the **F02-P709 Complaint Tracking Form**. QMU or LM informs the complainant about the receipt of the complaint.



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#### 4.2. Evaluation of Complaints

The evaluation of received complaints is carried out by the QMU (Quality Management Unit) or personnel not related to the complaint issue. QMU may, if deemed necessary, seek the opinion of the laboratory unit supervisor related to the complaint. The final decision about the complaint is made by the LM (Laboratory Manager). LM considers the evaluations made by QMU on the **F01-P709 Request and Complaint Form**, fills out the results section of the form, and approves it. LM may request additional information and evaluation from the staff if necessary.

In the event that the complaint is deemed unfounded by LM, the complainant is informed by the QMU Supervisor about the reasons for considering the complaint unfounded. If the complaint is found to be justified, the complainant is informed by the QMU Supervisor that the complaint is under evaluation.

If LM determines that the complaint is justified, QMU is responsible for initiating the necessary activities according to the **P807 Corrective Action Procedure** to resolve the complaint. The complainant whose complaint is found justified is informed by the QMU Supervisor about the planned corrective activities and the results of the evaluation of these activities.

#### 4.3. Closing and Monitoring Complaints

Wishes and complaints are evaluated. Based on the evaluation results, LM decides whether to approve corrective actions or close the wish or complaint. The content and results of the received **F01-P709 Request and Complaint Form** are documented and closed with the **F02-P709 Complaint Tracking Form**. If the complainant requests, the process of addressing complaints can be shared with the complainant.

For ANTALYA VELTIA PRIVATE FOOD CONTROL LABORATORY, complaints serve as an improvement opportunity. In this regard, the number of complaints, complaint topics, complainant profiles, and the effectiveness of corrective actions taken for complaints are assessed by QMU. This assessment is presented at the Management Review Meeting.

#### 5. RELATED DOCUMENTS

- P807 Correction Activity Procedure
- F01-P709.EN Request and Complaint Form
- F02-P709 Complaint Tracking Form
- F01-P807 Corrective Action Form

#### 6. REVISIONS

Revision Number	Date	Revised Article	Reason for Revision
01	03.02.2025	-	The name of our laboratory was ANTALYA VELTIA PRIVATE FOOD CONTROL LABORATORY, its trade name was VELTIA LABORATORY AND CONSULTANCY SERVICES A.Ş.-ANTALYA BRANCH and the Company Logo was changed and revised.

Prepared by	Controlling by	Approved by
Tayfun ÇAYLAK Quality Management Unit Responsible	Tayfun ÇAYLAK Quality Management Unit Responsible	Ersin Göksel YELBOĞA Laboratory Manager