

	SEROCON R&D Biotechnology Health Chemistry Industry and Trade Inc.	Document Code	PR.13
		Effective Date	14.02.2022
		Rev. No / Date	02/22.08.2025
		Page	1/4
PROCEDURE FOR THE EVALUATION OF COMPLAINTS AND OBJECTIONS			

1. PURPOSE

The purpose of this procedure is to define the methods for recording, evaluating, and resolving all customer complaints and appeals regarding proficiency testing services, as well as for implementing corrective actions and reaching final decisions.

2. SCOPE

This procedure encompasses all activities intended for the documentation of complaints and appeals received from participants, the performance of root cause analysis, the initiation of corrective actions, and the monitoring of their subsequent follow-up.

3. RESPONSIBILITIES

The Customer Relations Officer, Coordinator, and Quality Manager are responsible for the implementation of this procedure.

4. ABBREVIATIONS

NONE.

5. DEFINITIONS

Complaint: Refers to the expression of dissatisfaction by a participant.

Appeal: Refers to negative feedback from the participant regarding the proficiency testing samples, user instructions, or reports provided to them. Every appeal is identified and evaluated as a complaint.

6. IMPLEMENTATION

6.1. RECEIVING COMPLAINTS/APPEALS

- a) All complaints received from customers through various communication channels are evaluated by the Customer Relations unit by completing the relevant information in the Complaint/Appeal Request Form. If necessary, these are referred to the relevant department.
- b) Customer complaints may be submitted directly to the Customer Relations Unit verbally (via telephone) or in writing (via email, the website, or the Serocon Portal Support Center), or by completing the Complaint/Appeal Request Form available on the website.
- c) The Contact Form located in the Contact section of the SEROCON website at www.serocon.com may be completed.
- d) All complaints received in written or verbal form are evaluated. Upon receipt of a complaint, the Customer Relations unit shall acknowledge the receipt to the complainant as soon as possible, confirming that the subject matter is being addressed and will be investigated promptly.
- e) Upon receipt of a complaint, it shall be investigated and validated to determine whether it pertains to the proficiency testing services; if confirmed as relevant, the complaint shall be formally processed.
- f) Potential complaint types include, but are not limited to, the following situations;
 - Complaints regarding delayed service delivery,
 - Complaints regarding inaccuracies in report information,
 - Complaints regarding post-contractual deviations,
 - Complaints regarding service quality,
 - Complaints and appeals regarding proficiency testing samples,
 - Appeals regarding proficiency testing reports.

6.2. REGISTRATION OF COMPLAINTS/APPEALS

PREPARED BY	REVIEWED BY / APPROVED BY
Quality Manager	Coordinator

	SEROCON R&D Biotechnology Health Chemistry Industry and Trade Inc.	Document Code	PR.13
		Effective Date	14.02.2022
		Rev. No / Date	02/22.08.2025
		Page	2/4

PROCEDURE FOR THE EVALUATION OF COMPLAINTS AND OBJECTIONS

- a) The complaint, along with the **Complaint/Appeal Request Form**, is forwarded by the Customer Relations Officer to the **Quality Manager**.
- b) The **Quality Manager** investigates and validates whether the complaint is related to proficiency testing activities.
- c) The **Quality Manager** forwards the complaint to the department relevant to the subject of the complaint.
- d) The relevant department supervisor receives the Complaint/Appeal Request Form and, together with authorized personnel who are knowledgeable about the subject but were not involved in the initial complaint process, analyzes potential root causes. They investigate the source of the non-conformity and determine the action to be taken. The **Quality Manager** is then informed regarding the planned activity.
- e) If the customer complaint is related to the Customer Relations unit, the subject of the complaint is followed up by the Coordinator and the Quality Manager.
- f) If the customer complaint is related to the Quality Unit and the Coordinator, the subject of the complaint is followed up by the Chairman of the Board.
- g) If the customer complaint is related to the technical unit, the subject of the complaint is followed up by the Coordinator.
- h) The activities to be carried out are recorded in the Complaint/Appeal Request Form along with supporting evidence. The works performed, correspondence, and relevant reports must be included as attachments to the form.
- i) To prevent a recurrence of the complaint, Corrective Action is initiated when necessary. Subsequent procedures are carried out in accordance with the Corrective Action Procedure.
- j) Corrective actions to resolve the complaint are completed within 1 month (provided there are no legal proceedings involved), and the customer is informed. ***In the event that an extension of the deadline is required, the customer shall be notified again.***
- k) If the evaluation is expected to take a long time, interim updates are provided to the customer.
- l) The results to be reported to the customer regarding the complaint are reviewed by a person who was not involved in the subject matter of the complaint.
- m) The completed work is submitted to the **Quality Manager**.
- n) ***The Coordinator and the Quality Manager evaluate whether the activities performed are sufficient; if deemed sufficient, approval for the closure of the complaint/appeal is granted.***
- o) The outcome of the complaint is notified to the customer in writing (via e-mail). If the complaint concerns a customer representative, the notification is made by the Quality Manager.
- p) If a consensus cannot be reached with the customer following the notification of the complaint result, and if the customer requests to seek compensation or legal action to resolve the situation, the **Senior Management** is informed to proceed in accordance with the dispute resolution terms specified in the contract signed with the customer.
- q) If the complaint is related to proficiency testing activities, the resolution of the complaints is carried out by individuals who are not involved in the subject of the complaint in question. In cases where resources do not permit this, alternative approaches are selected and implemented in a manner that does not compromise impartiality.
- r) Complaint resolution must not lead to any discriminatory actions. **SEROCON** is responsible for all decisions at every level of the complaint-handling process.
- s) The complaint handling and evaluation process is as described in the articles above.
- t) If the complaint involves proficiency testing samples, investigations are conducted regarding the distributed samples. If defective samples are identified, the customer is informed, the samples are recalled, and new samples are provided. Subsequent processes are carried out in accordance with the Non-Conforming Work Procedure. Participants may appeal regarding the samples within 7 days of receipt. The participant who provided feedback, and any other participants affected by this non-conformity, are informed about the measures taken and the actions implemented.

PREPARED BY	REVIEWED BY / APPROVED BY
Quality Manager	Coordinator

	SEROCON R&D Biotechnology Health Chemistry Industry and Trade Inc.	Document Code	PR.13
		Effective Date	14.02.2022
		Rev. No / Date	02/22.08.2025
		Page	3/4

PROCEDURE FOR THE EVALUATION OF COMPLAINTS AND OBJECTIONS

- u) The period for appeals against reports is 7 days. If an error is detected following a re-review of the reports, the reports are withdrawn and a revised report is published. The participant who provided feedback, and any other participants affected by this non-conformity, are informed regarding the measures taken and the actions implemented.

6.3. REVIEW OF COMPLAINTS/APPEALS

In Management Review meetings, records related to customer complaints and their resolutions are reviewed.

6.4. PROCESS FLOWCHART

The flow of the process described in the articles above is presented in the chart below.

Chart 1. Complaint and Appeal Process Flowchart

The process steps are provided below in table format, including the responsible parties and record information.

Step	Description	Responsible	Record
1) Application	The participant/customer submits their complaint or appeal via the Contact Form on the website, e-mail, telephone, or through the Serocon Portal Resolution Center.	Participant/Customer	Application Record
2) Confirmation of Receipt	Receipt of the application is confirmed, and the applicant is informed about the process.	Customer Relations Officer	Acknowledgment Confirmation Message/E-mail
3) Subject Validation	It is verified whether the subject is within the scope of the organization's Proficiency Testing (PT) activities.	Quality Manager	Meeting Record
4) Registration & Routing	A Complaint/Appeal Request Form is opened, the official record is created, and it is routed to the relevant department.	Customer Relations Officer	Complaint and Appeal Request Form, Record
5) Investigation	The relevant department examines the application and collects the necessary technical information.	Relevant Department	Meeting Record
6) Evaluation	The management conducts an impartial evaluation.	Management	Complaint and Appeal Request Form
7) Decision & Resolution	A resolution decision is made, and the actions to be implemented are determined along with their deadlines.	Management	Complaint and Appeal Request Form
8) Notification of Result	The decision is officially communicated to the applicant in writing.	Customer Relations Officer	E-mail
9) Closure	The process is closed, and corrective actions are initiated if necessary.	Quality Manager and Coordinator	Closure record, Complaint/Appeal Request Form, CA records

PREPARED BY	REVIEWED BY / APPROVED BY
Quality Manager	Coordinator

	SEROCON R&D Biotechnology Health Chemistry Industry and Trade Inc.	Document Code	PR.13
		Effective Date	14.02.2022
		Rev. No / Date	02/22.08.2025
		Page	4/4
PROCEDURE FOR THE EVALUATION OF COMPLAINTS AND OBJECTIONS			

7. RELATED DOCUMENTS

- 1- Complaint and Appeal Request Form
- 2- Nonconforming Work Procedure
- 3- Corrective Action Procedure

8. REVISION STATUS

Rev. No	Date	Revised Section	Reason for Revision
01	09.01.2025	All Sections	Scope has been changed.
02	22.08.2025	3	Responsibilities have been reorganized.
		6.1	The name of the Contact Form on the website was corrected after being inadvertently misspelled.
		6.2	The requirement to respond to complaints and appeals within 24 hours has been updated to "as soon as possible"; the 24-hour restriction has been removed.
		6.2	Added the requirement for the Coordinator and Quality Manager to review the adequacy of complaint/appeal activities and provide closure approval.
		6.4	The process flowchart has been updated as a table.

PREPARED BY	REVIEWED BY / APPROVED BY
Quality Manager	Coordinator