



"I approve"  
Director of  
the Turkmen Information Center of  
Standards Meredov  
M.B.

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"Process for Consideration of Complaints and Appeals"

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## "Process for Consideration of Complaints and Appeals"

### Scope of application

This is a documented process for receiving, evaluating and making decisions on complaints and appeals received by the Management System Conformity Assessment Body (hereinafter referred to as the OOSM). The purpose of this process is to ensure high-quality customer service and improve customer satisfaction by resolving complaints and appeals in a timely manner and in accordance with our clients' complaint and appeal management requirements. Furthermore, this procedure helps the OOSM gather valuable information about the customer experience, which will help identify potential opportunities for improvement, as well as potential risks for the OOSM, our clients' organizations, and their clients.

### General Provisions

In response to general inquiries, the OOSM provides any requested information regarding the geographic regions of its operations, the status of a specific certification, the name, the relevant regulatory document, the scope of application, and the geographic location (city and country) of a specific certified client. Furthermore, the OOSM records and tracks all complaints and appeals received, as well as the actions taken to resolve them.

The OOSM will use the following methods to manage complaints/appeals:

- Following the approved procedure for receiving, checking and investigating complaints/appeals and deciding on the necessary actions in response to them, taking into account the results of previous similar complaints/appeals.
- Tracking and recording of complaints/appeals, including actions taken to resolve them in accordance with the necessary permissions.
- Ensuring that appropriate corrective and adjustment measures are taken in response to the complaint/appeal.

Any valid complaint regarding a Certified Client will also be referred to the relevant Certified Client in due course.

All complaints and appeals received are treated as strictly confidential by all employees of the OOSM.

### Process and Responsibilities

The OOSM is responsible for all decisions at all stages of the complaints and appeals process. The OOSM ensures that the persons involved in the complaints and appeals process are different from those who conducted the audits and made the certification decisions. Depending on the type of complaint and appeal, a responsible person/group is appointed to conduct the investigation and make a decision. The general stages of the complaints and appeals process are described below:

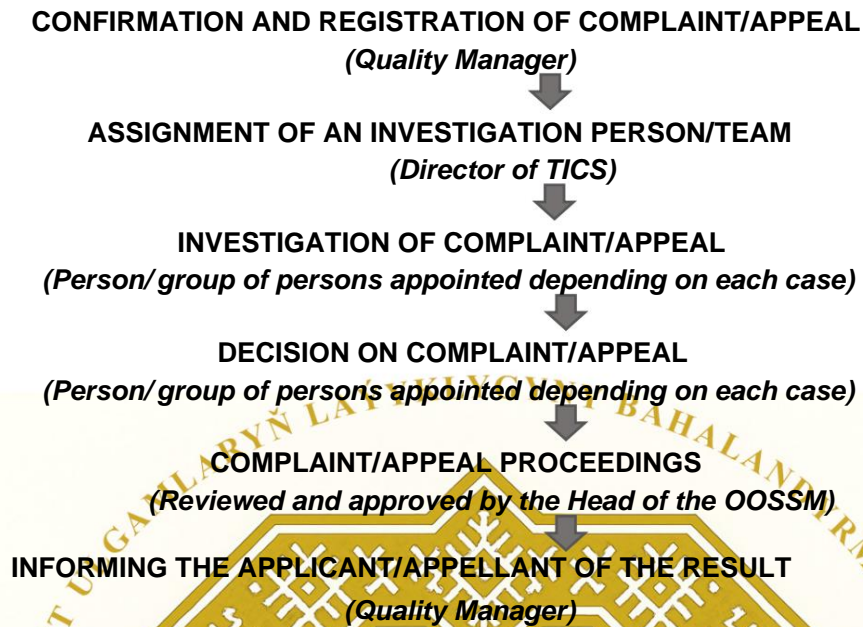
**RECEIVING A COMPLAINT/APPEAL**  
(OOSM Administrator)



**EVALUATION OF COMPLAINT/APPEAL (Decision on connection with the activities of the SO)**  
(Quality Manager)



"Process for Consideration of Complaints and Appeals"



#### Oral complaints/appeals

If the applicant ("Applicant") or appellant ("Appellant") files a complaint/appeal orally, for example by telephone, the OSSM Administrator shall request the applicant/appellant to submit a formal written complaint/appeal by email or letter. The written complaint/appeal shall be immediately forwarded to the OSSM Quality Manager. The Quality Manager shall then assess whether the complaint/appeal is related to the certification activity and, if so, shall register it and forward it to the Director of TICS for assignment of responsibility.

person to conduct an investigation and make a decision.

#### Written complaints/appeals

The OSSM Administrator forwards the complaint/appeal to the Quality Manager immediately upon receipt. The written complaint/appeal must clearly state the nature of the problem or issue causing concern, the desired outcome, to whom the complaint/appeal is addressed, and, if necessary, supporting documents or evidence. The Quality Manager evaluates whether the complaint/appeal is related to certification activities and, if so, registers it and forwards it to the TICS Director for assignment of responsibility.

person to conduct an investigation and make a decision.

#### Confirmation

The review, investigation and decision-making on complaints/appeals should not lead to any discriminatory actions against the Applicant or the Appellant

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Upon receipt of a complaint, the OOSM Quality Manager must confirm whether the complaint relates to the certification activities for which he/she is responsible and, if so, investigate it. If the complaint relates to a certified Client, then during the investigation



## "Process for Consideration of Complaints and Appeals"

Complaints will be processed based on the effectiveness of the certification process. Any complaint regarding a certified Client will also be forwarded by the OOSM to the relevant certified Client in due course.

Within 10 working days of receiving a written complaint/appeal, the Quality Manager of the Environmental Protection Agency will send a letter/email to the Complainant/Appellant acknowledging receipt if the complaint/appeal is not fully resolved within this period. This communication to the Complainant/Appellant must contain detailed information about the complaint handling process, including, but not limited to, the type of information the Complainant/Appellant must provide, the identification and contact details of the person to whom the complaint/appeal should be addressed, and an estimated time frame for the consideration of the complaint/appeal. In addition, the Environmental Protection Agency is obliged to provide the Complainant/Appellant with a final response no later than one month after the date of receipt of the formal written complaint/appeal. If the desired outcome cannot be achieved within this period, the Environmental Protection Agency will inform the Complainant/Appellant of the reasons for the delay and indicate the date when a response is likely to be provided. Any complaints/appeals from government or regulatory authorities should be immediately referred to the Director of TICS, who will be the single point of contact for complaints/appeals.

### Investigation

The Complaints and Appeals Handling Person/Team of the ESCM conducts an investigation and analysis of the facts and circumstances leading to the filing of a complaint/appeal. The ESCM is responsible for gathering and verifying all necessary information to make a decision on the complaint/appeal. To avoid conflicts of interest, only personnel unrelated to the matter being addressed in the complaint/appeal are involved in the investigation. The decision on a complaint or appeal is always made by a designated person, depending on the subject of the complaint/appeal, in order to avoid a conflict of interest. Personnel who have provided consulting services to a client or worked for a client should not be used to review or approve the decision on a complaint or appeal for that client for two years after the end of consulting activities or work. All decisions on complaints/appeals are made anonymously by members of the ESCM. Upon completion of the investigation, the designated person makes a recommendation to the ESCM senior management on appropriate action, if any. Recommendations to senior management may include a range of proposed corrective actions.

situation, such as a letter of apology, provision of an explanatory letter to the complainant/appellant, financial compensation, and/or corrective action against the employee against whom the complaint/appeal is filed. If the complaint/appeal concerns a violation of law, regulations, circulars, or any internal policy, the OCSM may consider it a compliance incident, which may lead to further internal investigation. If the investigation results are insufficient to resolve the complaint/appeal, the OCSM senior management

may decide to use the services of external third parties, such as lawyers or auditors. The senior management of the OOSM should take all necessary measures



follow-up actions to resolve the complaint or appeal and ensure the best possible resolution of the complaint/appeal.

Consumer complaints regarding certified products are assessed by the OOSM, which is responsible for conducting the necessary investigations. If, as a result of these assessments, the complaint is found to be justified, the certificate holder is obligated to compensate for the damage caused in accordance with the relevant provisions of the Agreement.

### **Completion of the review of complaints/appeals**

The reply letter to the applicant/appellant must always be sent by registered mail with delivery confirmation or by courier and must contain a statement setting out in detail when the proposed decision will be deemed to have been made.

In addition, the response letter to the applicant/appellant must provide information on the alternative dispute resolution process outside of court. After the applicant/appellant receives a response letter, two outcomes are possible:

- The complainant/appellant is satisfied with the proposed decision and has confirmed their agreement with it in writing. Or, the complainant/appellant has failed to reject the proposal in writing within the specified time limit. The complaint/appeal will also be considered "closed" after the complainant/appellant has explicitly or tacitly accepted the proposed decision. The designated responsible employee of the OSSM will update the complaint/appeal register accordingly.
- The applicant/appellant rejects the proposed decision in writing. If the applicant/appellant does not provide new factual information in the written refusal, the complaint/appeal will likely be referred to an external mechanism for dispute resolution.

The OOSM, together with the client and the applicant/appellant, will determine whether and if Yes, then to what extent, disclose the subject of the complaint/appeal and its resolution.