

# BV MARINE TURKIYE

## COMPLAINTS AND APPEALS – HANDLING PROCESS

### A/ Complaints

Complaints related to any marine activity must be addressed to Bureau Veritas Marine Turkiye

([itb\\_tur@bureauveritas.com](mailto:itb_tur@bureauveritas.com))

The process is:

- . the complaint received by writing is transmitted to the Management.
- . The complaint is recorded in the dedicated log book.
- . Acknowledge receipt of the complaint is sent by writing.
- . Investigation are made by the Quality Management Representative QMR or related Operation Manager (NC, LPO, BVN, SSOM, CSOM, CM or their delegates) in order to know whether the complaint is due to a non-conforming service of the Society.
- . The Management is provided with the conclusion of the investigation, then it is decided what action must be conducted.
- . The QMR or related Operation Manager prepare the answer to the complainant according to the decision from the Management
- . The answer is sent to the complainant (the answer can be sent either by e-mail or by post).
- . When necessary, the QMR or related Operation Manager prepares the instruction for the corrective action, or the preventive action or the possible modification of the local instruction.
- . The QMR or related Operation Manager completes the complaint record form and closes the record in the complaint log book.

In case where the handling process of a complaint must take more than 6 weeks, the QMR or related Operation .

- . Manager must send a mail to the complainant to inform about the progress status.
- . BV Marine Turkiye shall be responsible for all decisions at all levels of the handling process for complaints.
- . The decision to be communicated to the complainant will be made by, or reviewed and approved by, individual(s) not involved in the original inspection activities in question.

### B/ Appeals

Appeals related to any marine activity must be addressed to Bureau Veritas Marine Turkiye.

([itb\\_tur@bureauveritas.com](mailto:itb_tur@bureauveritas.com))

The process is:

- . The appeal received by writing is transmitted to the Management.
- . The appeal is recorded in the dedicated log book.
- . Acknowledge receipt of the appeal is sent by writing.
- . Investigation are made by the QMR or related Operation Manager on the possible causes of the appeal.
- . The Management is provided with the conclusion of the investigation, then it is decided what action must be conducted.
- . The QMR or related Operation Manager prepare the answer to the complainant according to the decision from the Management.
- . The answer is sent to the complainant (the answer can be sent either by e-mail or by post)
- . When necessary, the QMR or related Operation Manager prepares the instruction for the corrective action, or the preventive action or the possible modification of the local instructions.
- . The QMR or related Operation Manager completes the record for the appeal in the complaint log book.
- . BV Marine Turkiye shall be responsible for all decisions at all levels of the handling process for appeals.
- . Investigation and decision on appeals will not result in any discriminatory actions.
- . The decision to be communicated to the appellant will be made by, or reviewed and approved by, individual(s) not involved in the original inspection activities in question.