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CERES Complaint and Appeal Process – Brief Information

1. Definition:

Appeal: When a client or applicant does not accept a certification decision taken by CERES, they may appeal against that decision.

Complaint: An expression of dissatisfaction submitted by clients, applicants or third parties relating to CERES's activities, its personnel, or the organisations certified by CERES.

2. Procedure:

On our website we publish a **complaint form** that can be used for a formal complaint. Complaint and appeal submissions can be sent to CERES via the complaint form on the website, by e-mail or by written submission. Submissions made verbally are also accepted and are recorded and assessed.

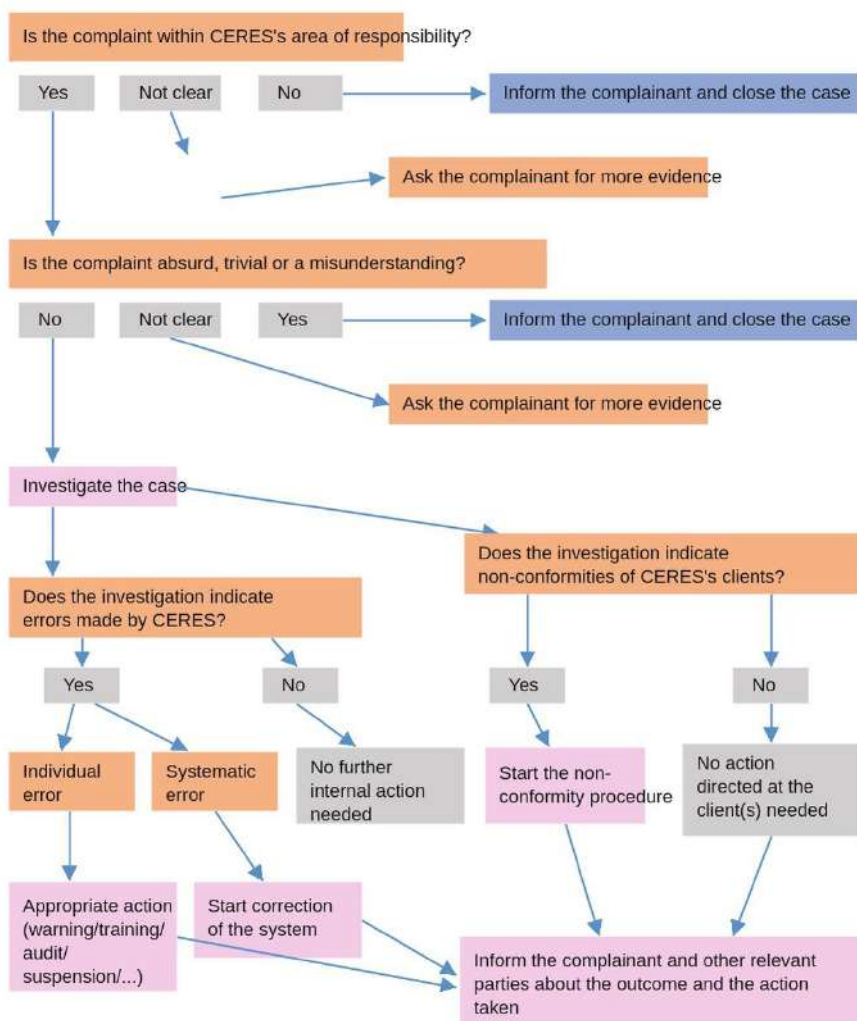
In addition, CERES also accepts complaints submitted in other forms, for example simple e-mails or those made **verbally**.

Complaint and appeal submissions can be sent to the following e-mail addresses:

✉ quality@ceres-cert.com.tr

✉ ceres@ceres-cert.com.tr

The decision scheme below describes CERES's internal procedure for complaint management:



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For BCI following deadline apply:

- Within 3 days to a maximum of 1 week, written confirmation will be send that the appeal/complaint has been received
- Within maximum of 30 days appeal/complaint should be closed.
 - o If more time is needed, CERES will provide written explanation and adjusted timeline to the appellant
- Any change in the certification status resulting from appeal will be communicated to BCI and the appellant in writing within 5 working days of the decision.

The complaint, if it relates to the performance of a CERES employee, the decision on the outcome can never be made by the person about whom the complaint is made, i.e. **by the same person**.

Appeals are examined by competent persons who were not involved in the initial certification decision process, and the relevant decision is taken taking into account the available evidence and assessments. The charging and payment conditions for the examination of appeals are specified in CERES's **invoicing rules**.