



Kontrolmatik Teknoloji Enerji ve Mühendislik A.Ş.

COMPLAINT PROCEDURE

The purpose of this instruction is to establish a system to determine, assess and conclude all kinds of suggestions and complaints of all personnel working in our organization and ensure continuous improvement.

SCOPE

Covers the assessment of all kinds of complaints and suggestions in our organization determined or forwarded to the complaint evaluation team.

RESPONSIBLE PERSONNEL

The Human Resources personnel and the Employee Representative is responsible for the application of this procedure.

RELATED DOCUMENTS

Suggestion / Complaint Form

DEFINITIONS

Complaint: Written documents that indicate any kind of displeasure and negativity.

Suggestion: Opinions, ideas or proposals for the resolution or examination of an issue.

APPLICATION OF THE PROCEDURE

All kinds of complaints and suggestions within our company can be sent to ik@kontrolmatik.com e-mail address using the form received from the Human Resources department.

Our personnel can convey their wishes and complaints verbally as well. They can contact their immediate superior or the "**Employee Representative**" elected by the employees.

At the end of each month, the Employee Representative and the Human Resources Department assess the complaints.

The assessment team decides which complaint or suggestion should be replied to.

The assessed complaints or suggestions are recorded.

The assessment team makes the necessary decision regarding the complaint by meeting among themselves.

If the complaint or suggestion can be resolved immediately, the issue subject to the complaint is resolved by the assessors, by contacting the departments in question.

If the issue subject to the complaint can be resolved in the long-term, this complaint is discussed at weekly meetings or OHS meetings, necessary solutions are determined and the problem is resolved or the suggestion made is assessed and necessary improvement is carried out.

The complaints or suggestions that cannot be resolved due to various reasons are escalated to the top management in a report.

Relevant documents (complaint notes, Assessment forms, survey forms, and solution reports) are stored for one year.

DISTRIBUTION

Human resources, Administrative Affairs