RECEIVING THE COMPLAINT

SURVEY

EMAIL, WEB

VERBAL APPLICATION- MEETINGS

TELEPHONE

The form is filled by the person receiving the complaint. The person receiving the complaint records the complaint according to the relevant process.

A written notification is requested from the complainant. The person receiving the complaint records the complaint according to the relevant process.

Evaluation and Archiving of the Complaint Process.

The Complaint is Closed By Quality Management Systems.

External Solution, Alternative Solution Seeking. (Corrective Actions if necessary)

Solution Not Accepted.

Solution Accepted.

Complaint subject is evaluated and resolved by the relevant department.

The recipient of the complaint notifies the complainant of the solution result.

How and when the complaint was reported, the degree of urgency, name of customer and other details of the complaint are indicated on the form. If there is a picture or sample of the complaint; it is also stated on the form and the complaint is sent to the relevant departments. The relevant complaint is followed up with the "MSF- year " reference number.

After the complaint is clarified; "Customer Complaint Form" is opened by the person receiving the complaint.through the EASY - Document and Process Management platform.

The person receiving the complaint informs the customer that the complaint has been received and that the follow-up process has started.