



COMPLAINTS AND APPEALS GUIDE

1. PURPOSE

This guide explains the stages of rapid and effective evaluation and resolution of the appeals and complaints submitted to TÜRK LOYDU regarding TÜRK LOYDU activities.

2. DEFINITIONS AND ABBREVIATIONS

- TL** : TÜRK LOYDU
- Complaint** : Expression of dissatisfaction related to TL services.
- Appeal** : Written applications made by private and corporate persons against the decisions taken about the subjects which concern those individuals within the scope of TL services.
- Appeals Committee** : A group of expert persons from inside or outside of TL which are connected to General Manager, performing their activities according to TL Working Principles of Appeals Committee, composed of representatives from various sectors, who have comprehensive and sufficient knowledge about the subject and are not engaged with mentioned activity for evaluation of appeals against TL decisions and rendering decisions about them.

3. APPLICATION OF THE PROCEDURE

3.1 COMPLAINTS

All complaints submitted to TL via telephone, fax, e-mail and Complaint Notification Form on the web page in which this guide can be accessed, are recorded and evaluated objectively and regardless of who the complainant person or entity is.

After the content of the complaint is evaluated, it is decided whether it is in the scope of TL responsibilities or not.

If it is in the scope of TL responsibilities, it is evaluated by the related TL personnel and the actions required for solution are decided.

Corrective actions are requested for each complaint which is in the scope of TL responsibilities, in order to prevent the recurrence and correct the nonconforming situation. Complaints and corrective actions are closed by implementing those corrective actions as they are planned.

Customer is informed about the evaluation process of the complaints and the actions taken.

3.2 APPEALS

The application which is made to TL, is handled as an appeal only when it is related to a TL decision. The reasons indicated followingly and similar ones may be the subjects of an appeal.

- Not to issue a certificate or to suspend or cancel the certificate by giving significant reasons,
- The point of view of the customer about the decision taken which claims that the decisions do not conform to the reasons given.
- Not to have any positive feedback to the whole or a part of the subject of the appeal (at the end of appeal or evaluation process).

An appeal against a TL decision shall be made written by using Appeal Form, which is on the web page in which this guide can be accessed, in 30 days as of the notification date of TL's decision.

Appeals submitted to TL are recorded in most about 5 working days and all of the information and records related to the appeals are forwarded to Appeals Committee.

An informative correspondence is sent to the customer about the procedure to be applied.



TÜRK LOYDU

Issue Date: 30.03.2006

Document No: REH-01

Revision Date: 26.09.2016

Revision No: 3

Enforcement Date: 27.09.2016

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Appeals Committee evaluates the appeals in terms of their validity, reviews the decisions subjected to the appeals and the activities performed related to that decision and investigates the reasons of the appeals. Opinions occurred as a result of the evaluation processes are submitted to General Manager in written by Appeals Committee.

General Manager renders a judgement by evaluating the opinions of the Appeals Committee and gives a formal written notice to the person/entity who raised the appeal including “Findings and Reasons which were effective on decision taking process” about the final decision, in 30 days as of the appeal is raised.

4. CONFIDENTIALITY

Information, documents and records obtained during the appeal and complaint handling processes are confidential and, those may not be disclosed to the third parties under any circumstances. In case TL is obliged to give information to the third parties because of the legal requirements, TL informs its customers about this situation.