



DİLEK COMPLAINT AND SUGGESTION PROCEDURE

1. PURPOSE

It aims to explain the process of conveying the requests, suggestions and complaints of our staff.

2. SCOPE

It covers all company employees.

3. RESPONSIBILITIES

Human Resources Unit

Senior Management

4. APPLICATION

4.1 Procedure to be Followed in Requests and Complaints

If the personnel working within our business has any complaints or suggestions, they request a solution by submitting their requests or complaints in writing to the request and complaint boxes located in designated areas within the business.

If the complaint is not resolved in this way, or if the complaint is from the immediate superior, the member takes his complaint to the department head and requests a solution.

If the dispute is not resolved at this level, the member reports the issue to the representative in his/her section, or to the chief representative if there is no representative in his/her section.

Representatives try to resolve the complaint with the unit chief. In cases that cannot be resolved, take it to the employer or employer's representative and try to resolve it.

4.2 Ways to Resolve Disputes;

If complaints, disagreements about the scope of application and execution of the contract are not resolved at any of the above levels, the disputes are brought to the resolution board

or legal consultancy upon the consent of the parties. An attempt is made to analyze it and activities are carried out in line with the decision taken.

4.3 Suggestion Form

The suggestion form is at the entrance of the business and is collected by the employee representative twice a month.

is opening.

The completed suggestion forms are evaluated by the management and the results are announced to all workers on the notice board. Personnel whose suggestions are found positive are rewarded with a valuable gift.

The personnel whose suggestions have been accepted are presented with gifts at a ceremony organized with the participation of the unit chief, unit manager, human resources unit officer, employee representative and general manager.

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4.4 Performance Evaluation

Rewarding employees who are productive, whose performance is gradually increasing, who work in accordance with ethical rules and who are well-intentioned is entirely at the discretion of the employer.

The company may reward these personnel with various activities during the year, at times it deems appropriate.

4.5 Complaint Reporting Contact Information

In cases where the personnel does not want to notify the complaint boxes available within the Business or to their other superiors, or if they wish to keep their identity confidential, they can use the e-mail addresses notified on the Business boards.

In case of complaints regarding work in our company, the name and surname of the complainant will be kept confidential if the person making the complaint requests.

No disciplinary punishment will be applied to complaints, regardless of the reason.

For wishes and complaints: info@celikagmuhendislik.com

5. RELATED DOCUMENTS

SuggestionForm

ComplaintForm

Board Meeting Decision Minutes