



ANADOLU DIDİM CLUB COMPLAINTS AND SUGGESTIONS POLICY

PURPOSE

This procedure has been established to evaluate and resolve requests and complaints submitted in writing or verbally by employees or external parties regarding all production activities and processes of our company.

This procedure establishes the practices and rules that will ensure our company fulfils its commitment to effectively address requests and complaints in accordance with the principles of Impartiality, Transparency, Accessibility and Responsiveness.

SCOPE

This procedure covers individuals and organisations acting on behalf of our company and everyone in our environment.

RESPONSIBILITIES

- The company's quality management representative is responsible for implementing this procedure.
- The requests and complaints evaluation committee is responsible for evaluating requests and complaints.
- The requests and complaints director is responsible for checking these records and ensuring that applications are processed in a timely manner and in accordance with this procedure.

APPLICATION – (Theory)

Complaint: Documents received by our company in writing that express dissatisfaction and/or discontent.

Request/Suggestion/Demand: Documents that describe situations or conditions that are expected, demanded, or desired to occur within our company.

The channels that can be used are as follows:

- Written (Complaint Boxes)
- Verbal (to Employee Representatives)
- E-mail (info.didimclub@anadoluhotels.com)
- Request and Complaint boxes
- Employee representatives



APPLICATION – (Physical)

1. Our company accepts requests and complaints in written and verbal form.
2. Relevant written applications are placed in the suggestion and complaint box simultaneously by employee representatives and the human resources manager.
3. The suggestion and complaint box is opened by the quality management representative under the supervision of employee representatives during the second week of each month.
4. Relevant applications are addressed during monthly meetings between management and employee representatives.
5. Verbal applications are accepted in line with the open-door policy and are communicated directly by the applicant. The committee accepting the matter records it in the meeting minutes to be discussed at the monthly committee meetings.
6. All complaints received from outside the company are accepted as specified in the Request and Complaint Evaluation Policy, and accepted complaints are addressed and processed for discussion at the committee's monthly meetings.
7. The Human Resources Officer determines who will participate in the request and complaint evaluation committee based on the content of applications received from within or outside the company.
8. The Human Resources Officer is responsible for ensuring that the following points are fulfilled prior to the relevant committee meeting:
 - Checking whether the application contains sufficient details,
 - Investigating whether there have been any similar requests or complaints in the past,
 - Providing committee members with information about the applications to be discussed at least two working days before the meeting date.

After the meeting:

- Preparing the official response to be given on behalf of our company to employees and third parties outside the company regarding the committee's decision and ensuring it is delivered.
- The request and complaint evaluation committee meets under the supervision of the social compliance management representative five working days after the request and complaint boxes are opened. The other members of the committee are as follows:
 - Employee representatives
 - Human Resources Officer



9. In addition, depending on the subject matter of the application in question, our company has the right to invite a technical expert (who participates as an advisory member, gives their opinion but has no voting rights, and provides information on the subject matter) to the meeting.

10. Corrective and preventive actions are taken in accordance with the committee's decision. The activities to be carried out are processed by the Human Resources Officer in line with the decisions taken, and the activities to be carried out are announced on the notice board within a maximum of two working days, together with the committee's decision.

11. In the event of a complaint about the person or persons responsible for the suggestion and complaint mechanism in the company, the employee making the complaint forwards their complaint to senior management. There are very easy and efficient channels available for this purpose. Senior management urgently convenes the Complaints and Suggestions Evaluation Committee without the participation of the person who is the subject of the complaint. At the meeting, only the relevant issue is discussed and a decision is made. The identities of the person or persons making the complaint are kept confidential in accordance with the Personal Data Protection Law and company policy. The decisions taken and issued are announced in the same manner and published on the notice board.