

P6.2.2 COMPLAINT HANDLING PROCEDURE

FIRST BROADCAST DATE : 03.04.2024
REVISION NO : 02
REVISION DATE : 26.03.2025

1.0 PURPOSE

To explain the issues of receiving, recording, examining, evaluating, concluding and providing information about supplier, guest and employee complaints at Pimsa Automotive.

2.0 APPLICATION AREA

It covers all company personnel.

3.0 RESPONSIBLE

Responsible for the procedure:

Preparation and Revision: Human Resources Directorate

Executive : Human Resources Unit Directorate

Approval: General Manager

Responsible for the application:

Process Management and Reporting: Human Resources Directorate,

Follow-up/Supervision: Unit Managers and Human Resources Directorate

4.0 RELATED DOCUMENTS

- Complaint Form

5.0 DEFINITIONS

Board of Directors : Board of Directors

GM : General Manager

HR : Human Resources

Department Manager: Refers to the first manager to whom the personnel is directly reported.

Complainant: The person who made the complaint

Complaint: The situation where the complainant is dissatisfied with the service provided and expects a solution directly or indirectly from this situation

Evaluation: A judgment reached as a result of a study on the quality or quantity of something.

Feedback: Information provided to the complainant in response to complainant opinions, comments, or statements regarding services provided or complaints.

Author Human Resources Director	Controlled by Quality Manager	Approver General Manager
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COMPLAINT EVALUATION PROCEDURE

FIRST BROADCAST DATE	: 03.04.2024
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6.0 APPLICATION

Procedural effectiveness will be evaluated 1 time per year.

6.1 Points to Receive Complaints

- Survey applications
- Applications to the management representative
- Transferring a complaint to any unit (Face-to-face meeting)
- Phone
- Complaint E-mail address (sikayet@pimsa.com.tr)
- Internet (via social media)
- Using the opinion, suggestion and complaint box
- Web page

6.2 Initial Assessment of the Complaint

Regardless of the way the complaint received, it is directed to the human resources manager. The human resources manager and the Human Resources management representative make the first evaluation as soon as they receive the complaint. It evaluates the validity of the complaint by examining the subject and evidence of the complaint.

6.2.1 The human resources management representative evaluates justified and valid complaints as 'Complaints of High Importance (Y), Complaints of Medium Importance (O) and Complaints of Low Importance (D)' and marks the relevant part of the 'Complaint Evaluation Form' for justified and valid complaints.

6.2.2 Classification of Complaint

Highly Important Complaints

All kinds of harassment, human health and safety, situations that may cause social indignation, events that may be reflected in the international media, complaints whose impact may occur in less than 1 week.

Moderately Important Complaints

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All complaints that do not fall into the category of High Grade Important or Low Grade Important, local media coverage, complaints whose effect may occur between 1 week and 1 month.

Low-Grade Complaints

Complaints that do not concern the general public are complaints whose effect may occur in more than 1 month.

- 6.2.3** Meeting periods; A meeting is held for Highly Important Complaints (Y) after a maximum of 1 business day, if not on the same day, every 15 days for Moderate Important Complaints (O) and once a month for Low-Importance Complaints (D).

6.3 Privacy

The information of the person who makes an opinion, suggestion or complaint in any way (unless his/her consent) is not shared with anyone by the human resources directorate. Complainant confidentiality is ensured by using a coding structure. The human resources directorate codes separately for each complaint of the complainants. For person-based complaints, the complainant must state his/her identity, otherwise the complaint will not be taken into consideration. Complaint boxes are placed in areas where there are no cameras and where people can easily reach. It is located in 3 different areas: in the men's locker room, in the women's locker room and on the terrace. The key to the complaint boxes is kept only by the Management Representative. An appeal filed under this procedure for complaints filed will not cause any repercussions on the individual's employee status or affect their future employment, compensation, or job assignments. There will be no retaliation against an employee who participates in a complaint or any informal resolution process.

6.4 Coding related to the complainant

The names of the complainants must be kept confidential in all processes, including the evaluation process of the complaint.

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