

OUR COMMITMENT ON HANDLING CUSTOMER COMPLAINTS:

At Global Bilgi, our foremost goal is to ensure customer satisfaction regardless of the channel through which we engage.

Our top priority is to resolve them swiftly and restore customer satisfaction when dissatisfaction or complaints arise concerning services or products provided by us or our corporate clients.

One of our core responsibilities is to handle complaints from consumers who are customers of our corporate partners and one of our objectives is to resolve these issues promptly, in line with contractual obligations, while providing regular updates, feedback, or direct communication with the relevant corporate client.

Therefore, customer feedback is deeply valued. Even in the absence of a formal complaint, we place great importance on understanding how our customers feel about the service they receive. Every piece of feedback presents a valuable opportunity to enhance our processes and elevate service quality.

Our Customer Representatives, whether interacting directly or indirectly, are responsible for capturing this feedback and rigorously applying our Customer Complaint procedures.

OUR POLICY ON HANDLING CUSTOMER COMPLAINTS

As outlined in our Quality Policy, our primary objective is to enhance customer satisfaction by delivering uninterrupted service supported by deep expertise and high-quality communication. In line with our Commitment, we do not view customer complaints as problems, but rather as valuable opportunities to achieve flawless and exceptional service standards.

To this end, we are committed to establishing robust processes that enable the effective and accurate receipt of customer complaints and feedback, ensure timely resolution, either directly or through our corporate partners, keep customers informed at every stage, and deliver responses that meet or exceed expectations and the performance of these processes should be subject to continuous improvement.

By strengthening our capabilities in managing customer complaints and feedback, we aim to consistently raise our levels of customer satisfaction. Our complaint handling procedures are guided by applicable laws, current and future legislation, regulatory directives, contractual obligations with our corporate clients, and input from end customers, employees, and other stakeholders.

To support this commitment, we have adopted the ISO 10002 Standard as a reference.