

CUSTOMER COMPLAINTS MANAGEMENT POLICY

MKE's Customer Complaints Management Policy aims to ensure that every complaint, need and expectation is evaluated objectively and fairly, in accordance with applicable legal requirements and corporate obligations, while maintaining confidentiality and adopting a continual improvement approach. Our goal is to provide effective solutions through competent personnel.

To achieve this, we are committed to the following principles:

ACCESS TO INFORMATION

Keeping our customers informed about the status of their complaints throughout every stage of the complaint handling process.

TECHNOLOGICAL AND INNOVATIVE APPROACH

Ensuring the continued availability and accessibility of the necessary communication infrastructure to enable our customers to submit their complaints easily.

CONTINUAL IMPROVEMENT

Continually improving our complaint management system through actions taken in response to customer complaints and the implementation of lasting solutions.

SOLUTION-ORIENTED APPROACH

Ensuring that complaint management processes are managed by competent personnel and concluded effectively.

DEVELOPMENT-ORIENTED APPROACH

Monitoring, measuring, analysing and evaluating the performance of complaint management processes, reporting the results to top management, and conducting regular reviews.