

## COMPLAINT AND APPEAL PROCEDURE

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### 1. PURPOSE

The purpose of this procedure is to define the methods to be applied by the Urban Development Association (KEGED) in handling and resolving the complaints and objections of real or legal persons on any matter arising directly or indirectly from the work, business and transactions of our Association.

### 2.SCOPE

This procedure covers the handling and resolution of complaints and appeals related to the activities of the Urban Development Association (KEGED). This procedure also covers project partners that cooperate with KEGED through an official protocol.

### 3.DEFINITIONS

- KEGED: Urban Development Association.
- Appeal: Request for reconsideration of any decision made by KEGED, the beneficiaries of KEGED's work, activities.
- Complaint: The expression of dissatisfaction by the beneficiaries of KEGED's work and activities in relation to KEGED activities, with the expectation of a response.

### 4.APPLICATION

It is essential that all complaints and objections within the scope of this procedure are handled by KEGED within the framework of objective evidence with real and legal persons within the framework of situations that may cause conflict of interest in terms of impartiality, measures to be taken to prevent their occurrence and possible sanctions.

The procedure described below does not apply to complaints and reports of possible sexual exploitation and abuse. There is a separate procedure for this, which is described in the KEGED "Declaration on sexual exploitation and abuse".



## 4.1 Receiving Complaint and Appeal Applications

**4.1.1** Complaints and Objections can be received at any stage of KEGED's service provision (application intake, audit, approval process, etc.) or after the service is completed.

**4.1.2** KEGED discloses the procedure for receiving and evaluating complaints and appeals to the public through its website <https://www.keged.org.tr/>, customers can access the complaint and appeal procedure on the website.

**4.1.3** Complaints and objections are received in person, by telephone, e-mail and online communication channels via the web and in writing.

**4.1.4** Complaints and objections that cannot be received in writing shall be put in writing by the KEGED board member who is the addressee of the complaint and objection by filling out the "Objection-Complaint Evaluation Form".

**4.1.5** When necessary, KEGED may conduct an investigation to verify the identity of the complainant. If the complaint is received without name and contact information or without verifying the identity of the complainant, it will not be processed within the scope of this procedure, but may be examined depending on its content.

## 4.2 Evaluation and Resolution of Complaints and Appeals

**4.2.1** If the complaint is realised during the appeal audit phase, the KEGED auditor writes the situation in his/her report and fills in the "Appeal-Complaint Evaluation Form".

**4.2.2** If the complaint is made to KEGED (telephone, email, face-to-face), KEGED Secretary General receives the complaint with the "Appeal-Complaint Evaluation Form", and if he/she cannot resolve the complaint, he/she conveys the situation to KEGED President or Vice President and the complaint is resolved.



**4.2.3** According to KEGED's policy, it is essential to resolve complaints within fifteen (15) days after they are submitted to KEGED in writing, if possible in practice. Complaints requiring the provision of information/documentation from persons or organisations other than KEGED should be concluded within fifteen (15) days after such information/documentation is provided, and complaints requiring audit should be concluded within fifteen (15) days after the audit process is completed.

#### **4.3** Confidentiality

**4.3.1** All complaints, objections and applications received by KEGED are confidential and under no circumstances shall be disclosed to third parties. In case information is requested by judicial authorities, the relevant customer is definitely informed.

Confidentiality measures shall be taken in correspondence with a person or a third party regarding the complaint and objection; when necessary, correspondence shall be made in accordance with the rules of confidential correspondence.

