

	Kayakapi Tour. Yat. Tic. A.S. CORPORATE COMMUNICATION / COMPLAINT / SUGGESTION POLICY	Publication Date: 29.11.2022
		Form No: SY-FRM011
		Revision Date: -
		Revision No:

PURPOSE

In order to realize our Sustainable Strategic Development Goals, the positive and negative opinions, suggestions and feedbacks of all our employees and stakeholders about our company are among the determining factors for our roadmap. The purpose of this Policy is to respond to the needs of Kayakapi Premium Caves Cappadocia Boutique Hotel employees, all subcontractor employees within the boundaries of the facility and all parties within the scope of this policy and to ensure the management of wishes, complaints and suggestions that may arise due to facility activities in order to increase the effectiveness and reliability of the internal control system of Kayakapi Premium Caves Cappadocia Boutique Hotel and to improve the sense of belonging. Inappropriate situations, behaviors, etc. that are contrary to the company's business ethics rules, policies, applicable laws, are irregular, have the potential to harm the company's sustainable corporate mechanism, business relations, operations, employees, subcontractor employees and parties covered by this policy. In case of observation, Kayakapi Premium Caves Cappadocia Boutique hotel employees, subcontractor employees and persons within the scope of this policy to report the inappropriate situation without any senior management, supervisor approval and to ensure the management of wishes, complaints and suggestions that may arise due to facility activities, to take the necessary measures and to make evaluations regarding the suggestions.

However, since the evaluation of the petitions, complaints and suggestions specified in this policy is subject to a certain process, issues requiring urgent intervention and assistance are excluded from the scope of this policy, and for urgent issues, the company's help communication lines that can get results as soon as possible should be used and the relevant emergency teams should be reached.

SCOPE

This is politics,

- Kayakapi Premium Caves Cappadocia Boutique hotel
- All employees of Kayakapi Premium Caves Cappadocia Boutique Hotel,
- Includes personnel involved in contracts with suppliers, contractors, subcontractors and other organizations

METHODS and REQUIREMENTS

- In order for all employees, suppliers, contractors, temporary personnel and all parties specified in this policy to report their wishes, complaints and suggestions, it is ensured that they apply in writing to the wish, complaint and suggestion boxes placed at many designated points and at the facility gates, which are easily accessible to everyone within the boundaries of the facility.

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- All parties, stakeholders, except for the employees of the facility, whose scope is specified in this policy, are provided with the opportunity to submit their wishes, complaints and suggestions as stated below. contact@kayakapi.com. They can report their wishes, complaints and suggestions via e-mail address or they can contact by calling the contact number on the website by phone.
- The applications made via e-mail are recorded in minutes and forwarded to the Board of Directors, and the Board of Directors, within the framework of the purpose of this policy, provides feedback by filtering the ethical principles of Kayakapi Premium Caves Cappadocia Boutique Hotel and sustainable institutionalism, and necessary actions are taken as soon as possible regarding the important ones.
 - Identity information is kept confidential unless the notifiers request it, and the protection of the notifiers is ensured.

The Board of Directors is committed to fulfilling the requirements set out in this policy and Kayakapi Premium Caves Cappadocia Boutique Hotel expects its employees to fulfill the same commitments.