

Customer Complaints Management Policy and Documents

Aiming to perfection of products and services, SERTRANS has adopted the concept of “Every customer complaint is an opportunity to improve.” For this reason, the complaints made to SERTRANS and the improvements made for these complaints are seen as a step towards perfection, and with this understanding, SERTRANS employees treat their customers and complaints at every stage from the beginning to the end and the complaints are handled fairly and impartially.

- SERTRANS treats its relations with its customers with strategic approaches and offers the right solutions to its customers' needs.
- It offers fast reaction time in the services provided.
- It provides solutions to customer complaints to be effectively and efficiently concluded.
- It is aware of the fact that our employees are the basis of customer satisfaction and ensures that the necessary improvements and controls are made continuously so that the same complaint does not occur again.
- It considers the importance and priority of informing its customers in the process of resolving complaints as the basic principle for correct solutions.
- It ensures compliance with legal regulations and financial responsibilities in complaint resolution processes.
- Providing innovative solutions to customer needs by closely following the technology.
- The management process of customer complaints is clear and accessible to customers.
- Information of the customer who submitted a complaint is kept confidential. The information is not shared with third parties and organizations outside the company, unless the complainant consents.
- During the evaluation of the complaints reported to SERTRANS by the customers, no fee is charged, no gain is made in any way, and the complainant may be requested to undertake some or all of the costs that will arise in the resolution of the complaint as a result of the agreement with the complainant.
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