TOSYALI
Feedback Handling Policy

TOSYALI Feedback Handling Policy is based on the basic principle of 'Customer Orientation'. We continue our efforts to effectively receive, evaluate and manage feedbacks and thus improve service quality in line with the requirements of ISO 10002 Customer Satisfaction Quality Management System with this principle. By prioritising customer satisfaction, we aim to continuously improve our feedback processes and the improvement activities we provide from this process.

Feedback from all our employees, suppliers, business partners and customers is taken into consideration. Feedback includes our processes related to products, services, after-sales support and overall customer experience and can be provided through surveys, phone calls, e-mail, social media and website feedback forms.

In order to improve the level of satisfaction, all feedback collected is evaluated by prioritizing, identifying the main problems and identifying areas for improvement, and defining applicable and legal requirements.

In line with the findings obtained from feedback, updates are made in products and services, employee trainings are organized and processes are optimized. Feedback processes are reviewed at regular intervals and the results are evaluated together with senior management. With the support of the management, continuous improvement is ensured in financial, operational and corporate areas to increase customer satisfaction.

Feedback is processed in accordance with confidentiality principles and used only in internal processes. Necessary measures are taken to protect the data of our customers. This policy is reviewed annually or updated when necessary.

TOSYALI undertakes that the evaluation processes of feedbacks, which are critical for increasing customer satisfaction and continuously improving processes, are carried out meticulously in line with the criteria specified in this policy.

Your feedback is the most important opportunity to add value for us to improve and develop.

General Manager