

ACCEPTANCE OF APPEALS and COMPLAINTS

Appeals and complaints are forwarded by the customers directly to the e-mail address of satis@alce-elektrik.com.tr or the relevant sales representative.

INTERNAL COMMUNICATION

Appeals or Complaint notifications received by the customer are forwarded to the relevant units within Alce via Sales Representatives on the same day.

REGISTRATION

Appeals or complaint is recorded by the Quality Management department. If the Appeals or complaint is recorded, the applicant is informed by the sales department. The follow-up of the conclusion of the Appeals or complaint is carried out by Quality Management.

ANALYSE

Analysis of objections and complaints is carried out by the Quality Management department. In addition to receiving the opinions of the relevant department, the analysis and conclusion of objections and complaints are carried out by independent persons.

CONCLUSION

Customer Complaint Groups deliver the evaluation result of the Appeals or Complaint to the relevant Sales Representative within 7 days at the latest. The sales representative delivers the result to the customer on the day it arrives.

REPORTING

If necessary the result of the Corrective and Preventive Actions are reported to the customer with 8D and/or technical report at the end of the activity.



COMPLAINTS AND APPEALS PROCESS

Our processes and our accredited laboratory and inspection body processes are evaluated within the scope of quality management systems.

Our main goal is to constantly improve ourselves in quality and accreditation management systems.