



## PEKER GAYRİMENKUL YATIRIM ORTAKLIĞI A.Ş.

### STAKEHOLDER COMPLAINT-TRACKING POLICY

#### 1. PURPOSE and SCOPE

The purpose of this policy is to effectively record the requests and complaints of stakeholders, to evaluate and resolve them impartially, to inform stakeholders of the outcome, to take necessary measures to prevent recurrence of the problem by utilizing the records and to determine the steps to be followed in improving service quality.

#### 2. RESPONSIBILITY

All units of Peker Gayrimenkul Yatırım Ortaklığı A.Ş. are responsible for the implementation of this policy.

#### 3. COMPLAINT MANAGEMENT POLICY

The Complaint Management process serves the purpose of improving processes and increasing stakeholder satisfaction by handling complaints, suggestions, notices, technical support, product/service requests, opinions, comments and recommendations received from stakeholders regarding the services provided and evaluating the information obtained.

For this purpose, it is aimed to provide the most appropriate solution as soon as possible by welcoming all kinds of complaints of stakeholders. Each complaint is handled and finalized in a fair, objective and impartial manner, effectively and efficiently.

Stakeholders, personnel and other relevant parties are informed about Grievance resolution channels and grievance management policy through various channels.

All stakeholder complaints and suggestions are recorded in such a way that each stage of grievance management can be monitored in a healthy manner and complaints and suggestions can be classified and resolved. The records created are evaluated by the senior management and projects to be produced to increase stakeholder satisfaction and service quality are determined in areas where complaints are intense.

#### 4. COMPLAINT COMMUNICATION CHANNELS

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**The channels through which stakeholder requests are received are listed below.**

##### a) E-mail

- Error!The bridge application is not valid.** Complaints from the “Information Request Form” section at
- Complaints received at other e-mail addresses (staff e-mail addresses) on the website
- Telephone and Fax Head Office 02124443264/ 02122410090 complaints received on the line.

##### b) Written Petition

- ✓ Complaint Management “Cumhuriyet Mah. Silahşör Cad. Yeniyol Sk. No:8 / 2-3 Şişli İstanbul” from stakeholders or Official Institutions.

#### 5. COMPLAINT HANDLING AND REFERRAL

Stakeholder requests and complaints submitted through any of the above-mentioned channels are recorded by the “Finance Directorate”. In the event that stakeholder requests and complaints are communicated to our Company personnel other than through these channels, the relevant personnel are obliged to inform the stakeholder about the above-mentioned solution channels.

The Finance Directorate informs stakeholders that their request has been registered and will be finalized within 24 hours, and directs the complaints to the Audit Committee if they are of a denunciation nature to the relevant business lines.

Complaints submitted in writing by stakeholders are uploaded to the system as a file and stored.

Complaints received from official institutions are reported to the Audit Committee on the same day by the receiving unit and recorded in the system.

All requests and complaints with the above mentioned flows are recorded in the “Stakeholder Grievance Management Tracking Form” kept in Excel format. The records created include the date, stakeholder name and account number, address, subject of the complaint, the channel through which the request was received, the unit/staff receiving the request, the date of response, the personnel who responded to the request, and the explanation regarding the response.

## **6. COMPLAINT RESOLUTION PROCESS**

The relevant personnel sends the proposed solution to the Finance Directorate within 2 business days.

After the solution proposal received from the relevant personnel regarding the grievance is evaluated by the relevant managers, it is communicated to the stakeholders in writing, by phone, e-mail or other means of communication by the Finance Directorate in line with company practices.

For effective follow-up of actions, the status of the complaint is left as “open” in cases where the complaint is not fully resolved or will be resolved by actions planned to be taken at a later date. Situations where no action is planned to be taken by senior management are recorded in this way.

All complaints and suggestions of stakeholders are responded to within 24 hours. Stakeholders are informed about the progress in the grievance handling process if their complaints and suggestions cannot be finalized within 24 hours.

## **7. COMPLAINT REPORTING PROCESS**

Complaint records are classified by the Finance Directorate based on the “Stakeholder Complaint Management Tracking Form”. Repeated complaints are shared with the relevant managers in order to analyze and take necessary actions, if any, to eliminate the root cause.

Investigations/stakeholder complaints submitted to the Audit Committee by the General Manager's office are reported to the General Manager by the Finance Director.

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**STAKEHOLDER COMPLAINT MANAGEMENT FOLLOW-UP REPORT**

Stakeholder/Complainant											Authority:		
Item No	Status Open/Closed	COMPLAINT Date	Account No	Name Surname	Address	Subject of the Complaint (Information on the Matter Contrary to Legislation)	Name of the Personnel Subject to the Complaint (if any)	Summary of the Procedures Subject to Complaint	Channel of Complaint	Unit Receiving the Request/Personnel	Response Date	Responding Personnel	Additional Explanation
1													
2													
3													
4													
5													
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10													