



**GAZIANTEP INTERGRATED HEALTH CAMPUS PROJECT
MANAGEMENT PLAN OF THE TEAM MEMBER REQUESTS,
SUGGESTIONS, COMPLAINTS AND COMMUNITY COMPLAINTS**

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REVISION FOLLOW-UP CHART

Rev. No	Revision Date	Revised Page No	Reason for Revision
00	01.04.2016	-	New Publication
01	09.01.2018	1-8	Community Requests, Suggestions, Complaints and Team Member Satisfaction is combined.
02	09.03.2018	3, 4, 5, 6, 7, 8 and 9	General Amendment, DÖF included, Grievance Mechanism is amended.
03	02.04.2018	3, 4, 6, 7, 8, 9 and 10	General Amendment, Follow-up Chart for Continuous Control of Retaliation and Compliance is included, Request, Suggestion and Complaint Result Form is included, Flowcharts are revised.
04	02.05.2018	3,4,5,6,7,8,9 and 10	General Amendment, Flowcharts are revised.
05	28.05.2018	3,4	General Amendment, Complaint, Request and Suggestion Record and Follow-up Form



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1. PURPOSE

The purpose of this plan is to establish an effective “Request, Suggestion and Grievance Mechanism” in order to manage and record the potential complaints of local community as well as the requests, suggestions and complaints of team members regarding the construction activities of CCN Infrastructure Investments and Construction Inc. By this way, any stakeholder can contribute to the project with suggestions or complaints about the planning, construction or implementation method. Moreover, this mechanism will be a key factor to build a successful relationship between the local community and other stakeholders regarding the project.

This procedure is designed to provide a better working environment in line with team member complaints, requests and suggestions and to improve the performance and productivity of the company and team members.

2. SCOPE

This plan is implemented during the construction phase of the Gaziantep Integrated Health Campus Project.

3. DEFINITIONS and ABBREVIATIONS

- ÇSED** : Environmental and Social Impact Assessment
- Stakeholders** : Third parties, Related parties
- Complaint** : Any negative verbal or written comment / application from community or/and any team member regarding the any matter related to CCN's activities.
- Request/Suggestion** : Any request or suggestion from community or/and any team member regarding the any matter related to CCN's activities.

4. RELATED DOCUMENTS

- | | |
|----------------|---|
| FR.IK.11.01 | Team Member Complaint, Request and Suggestion Form |
| FR.IK.01.02 | Team Member Satisfaction Questionnaire |
| FR.KY.04.01 | DÖF (Corrective and Preventative Action) Form |
| FR.KY.04.02 | DÖF (Corrective and Preventative Action) Follow-up Form |
| FR.KY.04.02.01 | Record and Follow-up Chart for Team Member Complaints, Requests and Suggestions |
| FR.KY.04.02.02 | Complaint, Request and Suggestion Conclusion Form |
| FR.KY.04.02.03 | Continious Control of Retailation and Compliance Follow-up Chart |

5. RESPONSIBILITY AND IMPLEMENTATION

The implementation and execution of this plan is the responsibility of the Support Services Department. In order to run this mechanism effectively in the project, the following basic articles will be adhered to.

- The community will be regularly informed regarding all stages of the project, by maintaining the personal privacy.



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- **Grievance Mechanism planned for the project;** to ensure that all complaints received are properly recorded so that the complainant will have a general information and expectation about the type and estimated time of the response.
- **Grievance Resolution Process;** to ensure a continuous coordination through the authorized Tracking and Reporting Assistant Specialist for handling the complaints and carrying forward to Project Management and CCN Support Services Department which is the first access source between the local community and the CCN.
- Grievance Mechanism will be announced stakeholders which are in the impact area. By this way, stakeholders will have the opportunity to be aware of the process, that they have the right to complain, how the mechanism works, and how their complaints are handled. In most cases, the stakeholder or local community report the complaint or problem by telephone, in writing, by an authorized person from CCN Support Services or the SPV Department of Environmental and Social Relations. All complaints, requests and suggestions are collected by the CCN Support Services Department. Compliant Mechanisms are listed below:
 - Open-Door Policy, Face-to-Face
 - Request, Suggestion and Complaint Boxes
 - Team Member Representatives
 - Team Member Representatives Meeting
 - Team Member Representatives WhatsApp Group
 - CCN and SPV web page, e-mail ve telephone numbers
 - Postal Service

5.1. Implementation

Grievance and Satisfaction Mechanism is detailed as below.

5.1.1. Receiving the Complaint

Complaints, requests and suggestions are received via telephone, e-mail or letter by the Support Services Officer or the SPV Environment and Social Services Department through the following contact information.

CCN Contact Details

Telephone : 0 312 979 62 26 or 0 538 095 42 72
E-Mail : dilek_oneri-sikayet_gesk@ccninsaat.com
Web : <http://www.ccninsaat.com/>

SPV Contact Details

Telephone : 0 538 636 83 44 – 0 212 284 60 80/1
E-Mail : spv@gaziantepspv.com
Web : <https://gaziantepihcproject.com/>



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5.1.2. Identifying the Level of Complaint and Recording

The complaint will be recorded on the same day, in written and electronic environment as "Complaint Registration" by the Support Services Department. The importance degree of the complaint will be determined between 3 to 5 days according to the following criteria.

1st degree complaint: Essential and inherent "one-time" or exceptional complaints within a specific reporting period (1 year).

Note: When some "one-time" complaints are significant enough, they can be considered as 3rd Degree. (For Example: Contradiction to National or International Laws.)

2nd degree complaint: Common and repetitive complaints. (For example: Dust from the construction vehicles.)

3rd degree complaint: They can be one-time, common, repetitive complaints or other negative comments from key stakeholders which may create a serious violation of CCN's Corporate Policies or Local Laws and may have potential negative consequences that arouses the attention of National / International Media. (For Example: Insufficient Waste Management)

5.1.3. Evaluation and Approval of Requests, Suggestions and Complaints

"Request, Suggestion and Complaint Forms" and other comments received via telephone, e-mail or from Team Member Representatives are classified according to importance level and approved within 3 to 5 working days. If the name is not stated on the forms, complaint boxes will be opened and team member representatives will provide feedback via WhatsApp groups and Team Member Representatives Meetings.

Complaints, Requests and Suggestions will be approved in a personal meeting, via telephone or letter. If the complaint is not well understood or additional information is required, the complainant will be contacted to request further clarification.

1st and 2nd degree complaints are approved by;

1. Tracking and Reporting Assistant Specialist
2. Support Services Manager
3. Support Services Department

3rd degree complaints are approved by;

1. Tracking and Reporting Assistant Specialist
2. Support Services Manager
3. Support Services Department
4. Project Manager

The senior management assists the authorized officer, by providing additional support in determining the person to handle the complaint and the response period.



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5.1.4. Conveying Complaints to the Relevant Department

Tracking and Reporting Assistant Specialist transfers the complaint via e-mail to the relevant unit or person that can provide an effective response, within 3 to 5 days. (For Example: Human Resources, Related Departments, Sub-Contractors.)

5.1.5. Generating the Response

The response is generated within 14 days by the responsible unit, Complaint Officer and with the contributions of top management if necessary.

5.1.6. Approval and Communication of the Response

Response is approved within 14 days by the Project Coordinator for the 3rd degree complaints and by the Support Services Department for the 1st and 2nd degree complaints. Confirmation will be made by a signed complaint record or by an e-mail, from the Complaint Officer, which includes a reconciliation. The communication of the response is coordinated delicately. The authorized officer ensures that the proper approach is implemented in line with the agreed response.

5.1.7. Recording the Response of Complainant

The responses of complainants are recorded in order to assess whether the complaint is closed or if another action is required. Complaint Officer will use the appropriate communication channels, preferably face to face or over the phone, to verify that the complainant understands the response and is satisfied with the response. The response of the complainant is recorded in the complaint records.

5.1.8. Closing the Complaint Case

Complaint Officer closes the process with an approval. Evaluation is made whether to close the process or if any further investigation is needed. If necessary, complaint is reevaluated by returning to step 5.1.2. Identifying the Level of Complaint and Recording.

When the Complaint Officer is convinced that the case can be closed, confirms the closing or requests the approval of Project Manager for the 3rd degree complaints. Confirmation will be made by a signed complaint record or by an e-mail, from the Complaint Officer, which includes a reconciliation.

5.1.9. Continious Control of Retailation and Compliance

The complainant shall not be subjected to any material or moral damage or a retaliation by the employer or sub-contractor. Any potential individual or company to be able to retaliate will be checked every 3 (three) months as specified in FR.KY.04.02.03 Retaliation and Compliance Control Follow-up Chart.

If it is decided by the Discrepancy Committee that inconvenience may be further continued, it will be checked with the FR.KY.04.02.03 Retaliation and Compliance Control Follow-up Chart in 3 (three) month periods.



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5.2. Communication

Stakeholders will be able to use various channels to report any complaints or suggestions as listed below:

5.2.1. Telephone

All incoming calls will be recorded by keeping the daily summary of the information and will be conveyed to the relevant department for taking actions in accordance with the complaints procedure as described above.

5.2.2. Electronic Media

Stakeholders will be able to send their opinions and complaints to the below e-mails or SPV SMS lines.

CCN Mail	: dilek_oneri-sikayet_gesk@ccninsaat.com
CCN Web	: http://www.ccninsaat.com/
SPV Mail	: spv@gaziantepspv.com
SPV Web	: https://gaziantepihcproject.com/
SPV SMS Line	: 0 538 636 83 44
CCN Complaint Line	: 0 538 095 42 72

5.2.3. Mail

Stakeholders will be able to communicate their opinions, requests, complaints and comments about the project to the CCN Support Services Department. All received letters and the responses sent from the same source, will be recorded in accordance with the complaints procedure described above.

5.2.4. Other

Request, Suggestion and Grievance Mechanism

- We have a total of 12 boxes; 11 Boxes for Requests, Suggestion and Complaints and 1 Box for Community Complaints all around the construction site area (including camp, office and training areas). All complaints written on the Request, Suggestion and Complaints Forms are evaluated by us.
- There is a WhatsApp group with the Team Member Representatives of all companies and problems are resolved instantly.
- Complaints received by the Team Members are forwarded to the Representatives. Relative response is provided through the Representatives to the Team Members who wish to receive feedback.

All verbal or written requests, suggestions, complaints and comments, which is brought to the attention of the SPV will be evaluated in accordance with the complaints procedure mentioned above.



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5.2.5. Briefing about the Closed Cases and Improvement Actions

The briefing channels regarding the improvements:

- Monthly Team Member Representative Meetings
- Follow-up Charts are announced on the bulletin boards
- Team Member Representative WhatsApp groups
- Face to face briefing
- Briefing via Telephone
- Briefing via E-mail

Any team member may request and attend a Team Member Representative Meeting as a visitor and share requests, suggestions or complaints. If a team member or a company is not satisfied with the outcome, the matter will be taken back to the Request, Suggestion and Complaint Commission. This mechanism of Requests, Suggestions and Complaints will operate in parallel with the Republic of Turkey Laws and Regulations.

5.3. Enter a Corrective and Preventative Action (DÖF)

After the Requests, Suggestions and Complaints are evaluated and transferred to the related unit for the response, Support Services Department decides whether or not to open the DÖF (Corrective and Preventative Action) Form. If a DÖF form will be opened FR.KY.04.01 DÖF form will be completed and follow-up will be done FR.KY.04.02 DÖF Follow-up Chart. If DÖF Form will not be opened, Request, Suggestion and Complaint Form FR.KY.04.02.02 is completed and recorded to the FR.KY.04.02.01 Team Member Request, Suggestion and Complaint Record and Follow-up. The tracking of Continuous Control of Retailation and Compliance will be done with FR.KY.04.02.03 form.



5.4. Grievance Mechanism

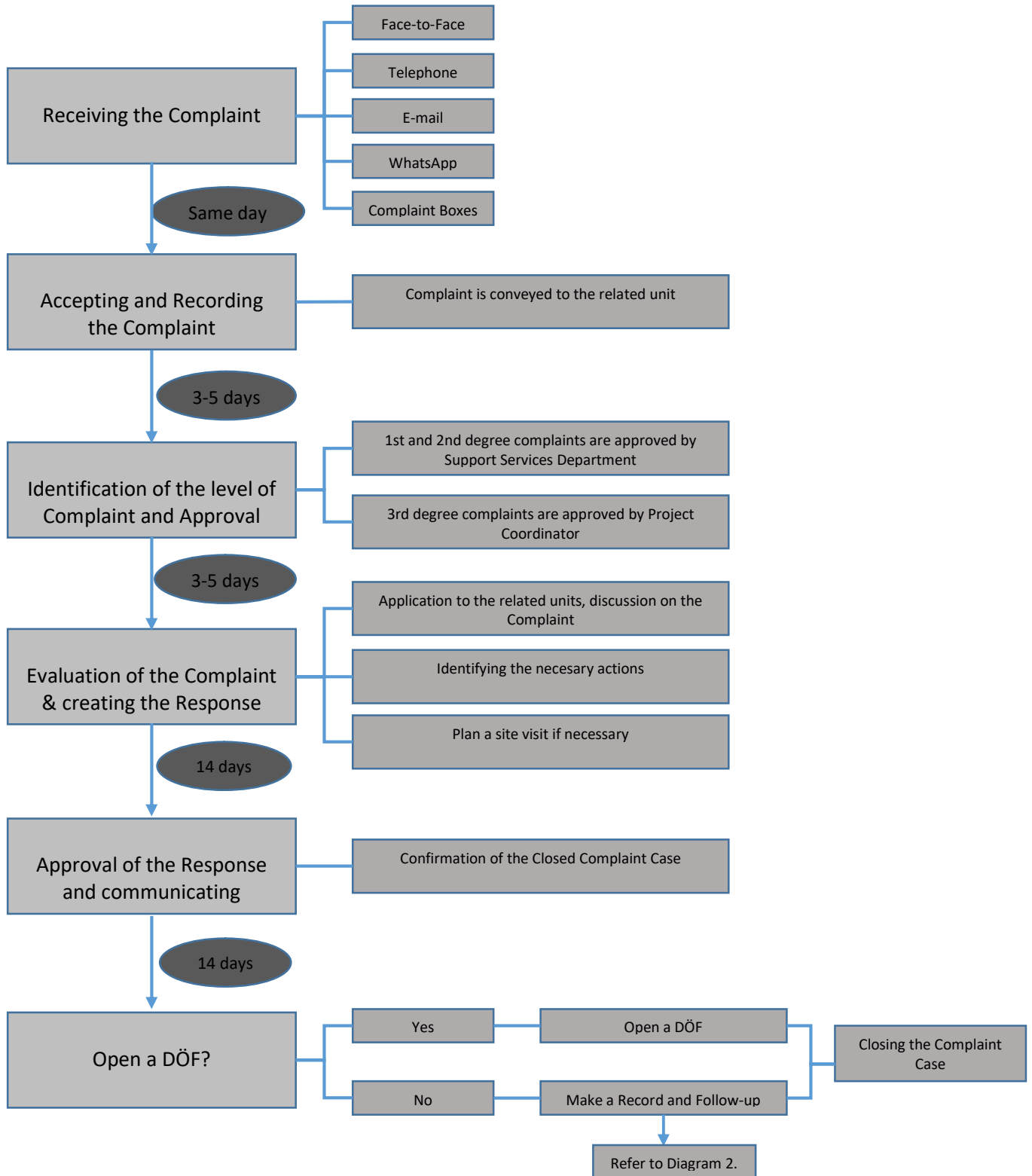


Diagram 1. Flowchart of Grievance Mechanism

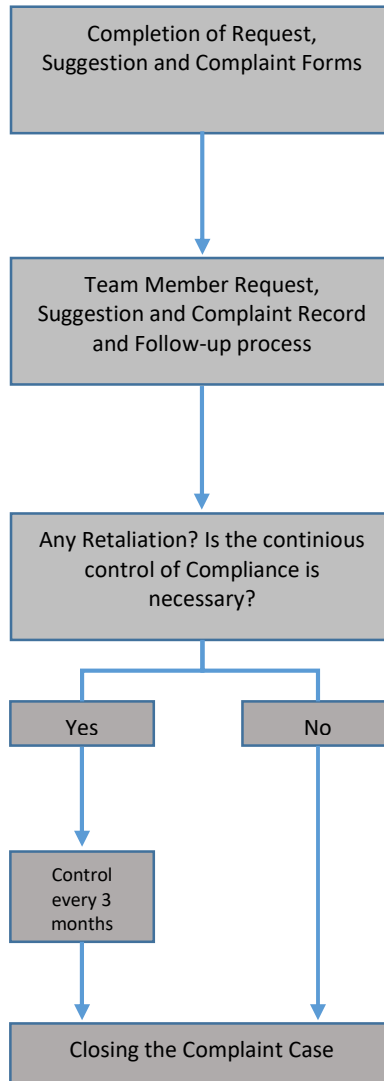


Diagram 2. Flowchart of Retaliation and Compliance Control