



REPUBLIC OF TURKEY
ISTANBUL GELISIM UNIVERSITY RECTORATE
Satisfaction and Complaint Management Policy

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Istanbul Gelisim University is a higher education institution that provides education at associate, undergraduate and graduate levels.

Within the scope of the Satisfaction and Complaint Management Policy, complaints, suggestions, satisfaction and requests from stakeholders are evaluated and served to increase stakeholder satisfaction. For this purpose, it is aimed to provide the most appropriate solution as soon as possible and within the applicable legal frameworks by welcoming all kinds of complaints of the stakeholders. Each request, suggestion, request, complaint request is handled and concluded fairly, objectively and impartially and as quickly as possible. Satisfaction and complaint requests are managed in a way that allows each stage of complaint management to be monitored in a healthy way, and complaints and suggestions to be classified and resolved.

The university adopts a stakeholder-focused approach to satisfaction and complaint management, addressing the complaints, opinions, and suggestions of students, staff, and all other relevant stakeholders.

Senior management provides all kinds of support to fulfill the requirements of this system. Satisfaction and complaint requests are used to improve the existing services offered.

Rectorate Approval