We value your feedback!

At Turkish Cargo, our customer satisfaction approach is fully aligned with the principles of the TS ISO 10002 Customer Satisfaction Quality Management System. Within this framework, we are committed to managing feedback through a process that is transparent, accessible, impartial, responsive, confidentiality-oriented, and focused on continuous improvement.

You may access our **Cargo Customer Feedback Management Policy**, which outlines the principles, guidelines, and commitments we follow while delivering services to our customers, here.

All customer feedback received is considered a valuable opportunity to enhance our service quality.

Submission of Feedback

Customer feedback may be submitted through the following channels:

- Web: www.turkishcargo.com
- E-mail: cargocustomer@thy.com
- Social Media: LinkedIn
- Phone: +90 850 333 0 777
- Cargy (WhatsApp & Line Chatbot):

+90 850 777 0 333

@turkishcargo

TURKISH CARGO

Evaluation and Investigation of Feedback

Once feedback is registered in our system, an automatic notification email is sent to the relevant customer confirming that the feedback has been recorded. Feedback entries are categorized within the system and assigned a priority level—low, normal, high, or critical—in accordance with predefined criteria.

Following the initial review of the received feedback, internal departments are contacted and coordinated when necessary. All relevant information is gathered to provide the customer with an appropriate and effective resolution.

Tracking of Feedback

All feedback is tracked using a unique reference number generated by the system at the time of registration.

Customers can monitor the status of their feedback through the "Write to Us" section of the Turkish Cargo corporate website by clicking on "For Issue Tracking Click Here"

Response and Closure of Feedback

After all investigations conducted to analyze the feedback have been completed, the final decision is communicated to the customer via email or phone, and the feedback record is closed. The customer is also notified of the closure of the feedback through an automated system-generated email.

If the customer is not satisfied with the resolution, they may either seek external channels for further action or reopen the feedback using the same reference number. Instructions on how to reopen the feedback are provided in the automated email sent by the system.

Review of the Feedback Process and Continuous Improvement

The effectiveness and efficiency of the feedback management process are measured through performance reports and customer satisfaction surveys. Based on the results obtained, corrective actions are identified and implemented to drive continuous improvement.

The feedback process is audited through internal and independent external audits. To further enhance the effectiveness of the process, improvement opportunities are regularly reviewed during periodic meetings and management review sessions.