

1. HOW TO DEAL WITH COMPLAINTS

1.1. Management of complaints is carried out in accordance with the requirements of this procedure.

Complaint management refers to the Company's actions taken to ensure that the complaint is effectively handled, does not adversely affect the quality of services, and does not damage the company's reputation.

1.2. Complaint management includes registration, analysis of complaints, and follow-up actions that correspond to the results of their analysis. Responding effectively to complaints is an important means of protecting the Company, its customers, and other users from errors, omissions, or reckless behavior.

The claim is sent to the administrative assistant and registered in the log of incoming documentation KC-GEN-REG-001. After registration, the administrative assistant sends a letter of complaint to the management of the Company for analysis, based on which it determines:

- whether the submitted letter is a complaint;
- does the complaint relate to the activities of the Company, its divisions, and ETL;
- does the Company have the necessary resources and authority to develop and implement effective actions to address the causes of the claim;
- persons involved in the subject of the complaint.

It is forbidden to refuse to accept a complaint, except for complaints that are anonymous, without specifying the full name, address, or contacts.

The company's management informs the head of the division about the complaint received and appoints a responsible person to work with the complaint, who is not involved in the subject of the complaint. MoQ initiates a Report on nonconformity as per the form KS-QA-FR-019.

Each received complaint is registered in the Register of claims and complaints of Consumers/ Customers KC-QA-REG-007.

1.3. The term of complaint execution is no more than 30 calendar days, and claims that do not require additional study and verification – no more than 15 calendar days, which are calculated from the date of registration.

The complaint is reviewed and analyzed by the responsible person in order to:

- determine whether a complaint is justified or unfounded;
- determine whether a complaint is actually a lack in the performance;
- establish the cause of claims;
- development of necessary corrective and preventive actions.

If the complaint is justified, corrective actions are developed and implemented by the responsible person (KC-QA-DP-005). In this case, the developed corrective actions should be such as to eliminate the cause of claims and exclude the possibility of re-occurrence of such claims. The customer must be notified of the decision made on the appeal, and in case of a negative decision, provide a reasoned justification with reference to existing regulatory documents or legal acts.

At the request of the customer, to explain the procedure for appealing the decision in higher instances. Analyze and summarize customer requests in order to improve ETL performance.

If the complaint is unreasonable, a response is prepared with evidence of the correctness of the Company's actions in relation to the case indicated in the complaint. The response contains relevant facts and references to regulatory documents that required the work or service to be performed.

1.4. Based on the results of consideration of the complaint, one of the following decisions is made:

- 1) about full or partial satisfaction and development of actions according to KC-QA-DP-005 "Corrective actions";
- 2) about refusal to satisfy the complaint with the justification for making such a decision;
- 3) on explanation on the merits of the complaint;
- 4) termination of consideration of the complaint.

Responses to the claim are issued on the company's letter form and must be

- prepared in Kazakh, Russian and English;
- justified and motivated in content;
- must contain references to legislation and regulations of the Republic of Kazakhstan;
- they must contain specific facts that refute or confirm the applicant's arguments, and explain their rights to appeal the decision.

Information about complaints is considered during the management system analysis by the Company's management and is included in the management system analysis reports.

All materials, records of complaints and corrective actions taken to resolve the complaint are formed in cases according to the list of cases.

2. POLICY ON MANAGEMENT OF COMPLAINTS

The complaint management policy of «KITEK CONSTRUCTION» (КАЙТЭК КОНСТРАКШИИ) LLP is to improve the quality of service by focusing on the effective and efficient implementation of the complaint management process.

The high level and quality of services provided, continuous improvement, and objectivity of claims review are considered as the key to success and a necessary condition for strengthening the economic situation and further development of the organization.

The main goals in the field of complaint management are:

- continuous improvement of the quality of service provision;
- defining the needs and expectations of consumers.

The main principles of the complaint management policy are:

- openness, impartiality and confidentiality;
- professionalism and competence of the staff;
- responsiveness to customer complaints;
- continuous improvement of the effectiveness and efficiency of the complaints handling and management process;
- responsibility of employees involved in the claims review process.

Implementation of the policy on management of complaints is carried out by:

- effective evaluation and thorough consideration of each claim;
- review of decisions or actions taken after the review of claims;
- implementation of the decisions made in the process of providing services in order to prevent their re-occurrence.

The management of «KITEK CONSTRUCTION» (КАЙТЭК КОНСТРАКШИИ) LLP is the guarantor of the implementation of the adopted Policy and undertakes to provide the necessary organizational and resource support for the implementation of this policy.