



GUEST RELATIONS AND COMPLAINT MANAGEMENT POLICY

At La Blanche Resort, we are committed to managing guest feedback through a transparent, impartial, accessible, confidential, prompt and solution-oriented complaint handling system. Top Management hereby declares that all necessary resources will be provided to ensure the effective implementation, maintenance and continual improvement of the complaint management system.

Accordingly, we commit to:

- Handle all guest complaints, requests and suggestions fairly, objectively and without discrimination.
- Ensure that our complaint process is easily accessible, understandable and free of charge, guaranteeing every guest the right to access the system.
- Resolve complaints within defined timeframes, maintain transparent communication throughout the process, and keep guests informed at every stage.
- Protect all personal information with confidentiality, and fully comply with data protection legislation, including KVKK and relevant legal requirements.
- Analyse feedback data, identify root causes and implement effective corrective and preventive actions to support continual improvement.
- Fully comply with ISO 10002:2018 requirements and applicable laws and regulations.
- Provide our employees with the training, awareness and competence needed to handle guest relations and complaints effectively.
- Ensure that this policy is communicated, understood, implemented and made publicly available to all relevant parties.

Guest satisfaction is our priority. Every feedback is an opportunity to improve, and an integral part of our continuous improvement approach.

Genel Müdür Yardımcısı

Deniz İZCİOĞLU