MERSİN-GAZİANTEP
YÜKSEK HIZLI TREN PROJESİ

CONTACT US FOR YOUR SUGGESTIONS, REQUESTS AND GRIEVANCES

GRIEVANCE PROCESS

01 HOW DO I FILE A GRIEVANCE?
Verbally, in written, via telephone, mail and Project Internet Site

Mersin - Adana Community Liaison Officer
maog.sosyal@ronesans.com
0538 682 78 45
Toll-Free Hotline: 0 800 531 00 11
Grievance Form:
http://www.mersingaziantepyht.com/tr/iletisim

02 REGISTRATION PROCESS FOR MY GRIEVANCE
Registered to the system within 48 hours

03 FORWARDING OF MY GRIEVANCE TO THE RELATED UNIT

04 RESPONSE PROCESS FOR MY GRIEVANCE
Information is provided on the corrective action within 10 days



05 IMPLEMENTATION OF THE CORRECTIVE ACTION

06 CLOSING OF MY GRIEVANCE
Your grievance is resolved and closed within 30 workdays

T.C. Cumhuriyeti Ulaştırma ve Altyapı Bakanlığı

AYGM
Altyapı Yatırımları Genel Müdürlüğü

REC ULUSLARARASI