KTO KARATAY ÜNİVERSİTESİ	STAKEHOLDER FEEDBACK PROCESS WORKFLOW	Document No	IA-227
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Workflow Steps	Responsible	Related Documents
Receiving the Complaint	Feedback Control Officer	
Informing the complainant that the complaint has been officially recorded	Feedback Control Officer	
Conducting an initial assessment of the complaint and forwarding it to the relevant department	Feedback Control Officer	
Making a decision regarding the resolution	Relevant Department	
Notifying the complainant of the decision regarding the resolution	Feedback Control Officer	
Is the complainant satisfied with the resolution?	Complainant	
No	Relevant Department	
Is there an alternative solution?	Relevant Department	
Yes	Feedback Control Officer	
Implementation of the determined solution	Feedback Control Officer	
Yes	Feedback Control Officer	
No	Feedback Control Officer	
Informing the complainant of the final outcome and ensuring the satisfaction survey is completed	Feedback Control Officer	
Leaving the complaint open and informing the complainant	Feedback Control Officer	

Prepared by	System Approval	Approval of Entry into Force
Unit Quality Manager	Strategy and Quality Management Officer	Secretary-General