

CUSTOMER COMPLIANT and REQUEST PERIOD

Each customer may apply for complaint and request, if needed, as indicated in the Analysis / Test and Calibration Service Catalogue.

Before submitting to any complaint and request application, please follow the following steps written below!!



1. Application of Compliant and Request

Any application or official correspondence is made to the below written address

MTA Genel Müdürlüğü,
Maden Analizleri ve Teknolojisi Dairesi Başkanlığı
Çukurambar Mahallesi Dumlupınar Bulvarı No:11 06530
Çankaya/ANKARA



2. Pre-Inspection

The Application is recorded and sent to the relevant Laboratory&Unit after the pre-inspection



3. Analysis, Evaluation and Conclusion

Relevant Laboratory/Unit primarily conducts research and evaluates for complaints and requests. It immediately performs and concludes the required activities.



4. Informing

An official letter is informed about the result.