

# CUSTOMER COMPLAINT MANAGEMENT FLOW CHART

Customer files a complaint via websites, emails, telephone, personal visit or through letters and our complaint book.

LEVEL ONE DESK OFFICER (OPERATION DEPARTMENT)  
Acknowledge receipt of complaints, start resolution of lodged complaint and notify the approximate time of resolution.

RESOLVED

NO/UNSATISFIED

LEVEL TWO (ESCALATION MATRIX)

NODAL OFFICER

Acknowledgement sent to customer

YES

Complaint closed



