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<b>CUSTOMER COMPLAINTS</b>	<b>EFFECTIVE DATE : 01/01/2019</b>
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# CUSTOMER COMPLAINTS

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Date : 01/01/2019	Date : 01/01/2019

## 1. OBJECTIVE

This procedure is prepared to ensure that customer complaints pertaining to quality will be managed effectively and efficiently to meet the satisfaction of the customers.

## 2. SCOPE

This procedure applies to all customer complaints (verbal and written) excluding complaints made through Remedial Grievance System (Office of Integrity).

## 3. DEFINITION/ABBREVIATION

### *Definition:*

3.1	Customers	Staff, Students and Public.
3.2	Complaint	Dissatisfaction towards services given by the organization and staff.
3.3	Verbal Complaint	Complaint received through telephone, directive from top management, informal discussion or received in person.
3.4	Written Complaint	Complaint received through official letter, complaint/ suggestion form, facsimile, e-mail, suggestion box, newspaper, etc.

### *Abbreviations:*

3.5	DIR	Director
3.6	AO	Administrative Officer
3.7	AAO	Assistant Administrative Officer
3.8	AA	Administrative Assistant
3.9	MRM	Management Review Meeting
3.10	OCAP :	Office for Communication, Advocacy and Promotion

## 4. REFERENCE

- i. Quality Manual QM 5.2 (Customer Focus)
- ii. Management Review Meeting (IIUM/MP/09)
- iii. Corrective Action (IIUM/MP/05)
- iv. Preventive Action (IIUM/MP/06)
- v. Relevant QMS Standards (Clause 4.2.4)

## 5. RESPONSIBILITY AND DETAILED PROCEDURE

RESPONSIBILITY	DETAILED PROCEDURE
AAO	<p>5.1 <u>Written Complaint</u></p> <p>Receive complaints from the customers through i.e. official letters, facsimile, e-mail, newspaper, or complaint/suggestion form/ (as <b>Appendix 1</b>), and stamp with the date of receipt (excluding email).</p> <p><u>Verbal Complaint</u></p> <p>Receive complaint and record information in the Complaint/Suggestion Form as in <b>Appendix 1</b>.</p> <p>5.2 Compile the complaint in the Customer Complaint File and forward it to officer in-charge of complaints.</p>
AO/Officer in charge of complaints	<p>5.3 Receive Customer Complaint File from AO.</p> <p>5.4 Identify the types of the complaint (i.e. complaint which action can be taken immediately or one that needs further discussion).</p> <p>5.5 If the complaint can be resolved immediately, send a letter signed by officer in-charge of complaints informing the customer. For Verbal Complaint, record information in the Complaint/Suggestion and convey the decision/findings to the customer.</p> <p>5.6 If the complaint requires further discussion, forward it to the DMR</p>
DIR	<p>5.7 Check all the information on the complaint received (written complaint or verbal complaint), and to take action within 14 days of receipt.</p>
DIR	<p>5.8 If the complaint can be resolved at DMR level, request AO to proceed for the corrective action suggested.</p> <p>5.9 If the complaint cannot be resolved, request AO or officer in-charge of complaints to call for a discussion between DMR and AO.</p> <p>5.10 If necessary, request AO or officer in-charge of complaints to collect and compile all relevant information related to the complaint received to be brought for a discussion.</p>

DIR/AO/AAO	5.11	During the discussion :  5.11.1 Analyze the complaint and identify the root cause of the problem.  5.11.2 Decide on the corrective and preventive actions.
DIR	5.12	Instruct AO or officer in-charge of complaints to write a letter to the customer on the status of the complaint and inform the customer on whether :  5.12.1 Any corrective action has been taken by the Kulliyah/Division; or  5.12.2 Any action to solve the problem is still in progress or still under consideration or it has been forwarded to the University's Higher Authorities for further action.
AO/AAO	5.13	Prepare the reports on the results of the corrective and preventive actions taken (or state all corrective actions taken by addressing in the complaint forms if the complaints were received through the forms).
AA	5.14	Make copy of the reports for filing purposes and send a copy to OCAP.
AO/AAO	5.15	Prepare the statistics and summary of the complaints received every year prior to the Management Review Meeting.
DIR	5.16	Table the reports in the MRM.
MRM Members	5.17	Review the reports on the corrective and preventive actions as well as improvement efforts for further implementation (if necessary).
Chairman of MRM	5.18	If necessary, request the MR or DMR to ensure that corrective and preventive actions, and improvement efforts are well-implemented by the respective K/C/D/Is.

6. **QUALITY RECORDS**

<b>NO</b>	<b>QUALITY RECORDS</b>	<b>RETENTION PERIOD</b>	<b>LOCATION</b>	<b>RESPONSIBILITY</b>
1	Completed Complaint Forms	5 years	Filing Cabinet	AA
2	Statistics/Summary of Customer Complaints Received	5 years	Filing Cabinet	AA
3	Letters Received Pertaining to Customer Complaints	5 years	Filing Cabinet	AA