

顧客抱怨及處理程序流程表

Complaint Management Procedure

上級交辦 Assigned by upper management	書面、網路 In writing or via e-mail	口頭、電話 In person or over the telephone
一 登記、分析統計 Register complaint, conduct analysis and compile statistics 二 公文答覆 Response in writing 三 追蹤結果、檢討改進 Follow up results and then review and make improvements	一 登記、分析統計 Register complaint, conduct analysis and compile statistics 二 書面答覆 Response in writing 三 追蹤結果、檢討改進 Follow up results and then review and make improvements	一 當場紓解及答覆 Resolve and reply on the spot 二 記錄、分析統計 Register complaint, conduct analysis and compile statistics 三 追蹤結果、檢討改進 Follow up results and then review and make improvements
6 日內處理完畢 Within Six days	6 日內處理完畢 Within Six days	即時(或 3 日內處理完畢) Immediately (or within three days)