

Complaint Management Procedure

Assigned by upper management	In writing or via e-mail	In person or over the telephone
1 Register complaint, conduct analysis and compile statistics 2 Response in writing 3 Follow up results and then review and make improvements	1.Register complaint, conduct analysis and compile statistics 2.Response in writing 3.Follow up results and then review and make improvements	1.Resolve and reply on the spot 2.Register complaint, conduct analysis and compile statistics 3.Follow up results and then review and make improvements
Within Six days	Within Six days	Immediately (or within three days)