Quality **Procedure**

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Purpose

This procedure is established to ensure that all customer complaints receied shall be analyzed accordingly to determine appropriate action(s) to be taken.

This procedure covers all complaints received via:

a) Online (For example: Email, website, social apps, social networking websites, Talikhidmat etc.)

b) Written or Key in (For example: Customer Feedback Form (CFF) or letters etc.)

c) Verbal (For example: Telephone, over-the-counter, face-to-face, etc.)

Process Details

1.0 Receipt of Feedback

1.1 Whenever customer complaints are received via the following channels, the receiving officer shall forward the complaint to the public relations officer (PRO) or the other designated officers (DO).

1.1.1 For online complaint (For example: Email, website, social apps, social networking websites, Talikhidmat etc.) the receiving officer shall forward the feedback to the PRO or DO.

1.1.2 For written complaint (For example: Customer Feedback Form (CFF), Google Form, letters etc.) the receiving officer shall immediately handed over the CFF to the PRO or DO.

1.1.3 For verbal complaint (For example: Telephone, over-the-counter, face-to- face etc.) the receiving officer shall record it in the Customer Verbal Feedback Form (CVFF). Completed CVFF shall be handed over to the PRO for further action.

2.0 Acknowledgement of Receipt

2.1 When a complaint is received from a receiving officer, the PRO or DO shall acknowledge receipt of complaints within one (1) working day via the following channels:

a) Telephone or;

b) Online or;

c) Official Correspondence

3.0 Monitoring of complaint

3.1 After acknowledging the complaints, the PRO or DO shall record the complaints in the Customer Monitoring Log (CCML).

3.2 After recording the complaints, the PRO or DO shall issue the Customer Complaint Routing Form (CCRF) to relevant HOS/HOD/HOU by hand or email.

3.3 Upon receipt of the CCRF, the HOS/HOD/HOU shall immediately determine the validity of the complaint in the CCRF.

3.4 Once the complaint has been validated and actions have been taken to resolve the problem, the HOS/HOD/HOU shall then record the actions taken in the CCRF.

3.5 Once the CCRF has been completed, the HOS/HOD/HOU shall return the CCRF to the PRO or DO within seven (7) working days from issuing date of the form.

3.6 When the completed CCRF is received from the HOS / HOD / HOU, the PRO or DO shall immediately notify the complainant about the actions taken.

4.0 Corrective Action

4.1 Upon receipt of CCRF for validated complaint that requires further investigation, the PRO or DO shall submit a copy of the CCRF to the QMR/ DQMR/ HOS to raise corrective action as per QP/CC/07 - Corrective Action Request Procedure.

5.0 Control of Documented Information

5.1 After the completion of the CFF, the PRO shall immediately place them in the Written Feedback file and keep the file in the Central Registry room.

5.1.1 The CFF shall be categorized as “OPEN” document and can be accessed by every staff.

5.1.2 The CFF shall be kept for a maximum of 3 years.

5.2 After the completion of the CVFF the PRO shall immediately place them in the Verbal Feedback file and keep the file in the Central Registry room.

5.2.1 The CVFF shall be categorized as “OPEN” document and can be accessed by every staff.

5.2.2 The CVFF shall be kept for a maximum of 3 years.

5.3 After the completion of the CCRF the PRO shall immediately place them in the Verbal Feedback file and keep the file in the Central Registry room.

5.3.1 The CCRF shall be categorized as “OPEN” document and can be accessed by every staff.

5.3.2 The CCRF shall be kept for a maximum of 3 years.

5.4 After the completion of the CCML, the PRO shall immediately place them in *Pemantauan Maklum balas Pelanggan* file and keep the file in the Central Registry room.

5.4.1 The CCML shall be categorized as “OPEN” document and can be accessed by every staff.

5.4.2 The CCML shall be kept for a maximum of 3 years.

5.5 When the CFF, CVFF, CCRF and CCML have passed their retention periods, the PRO or DO shall within 14 working days and through email seek the permission of the CEO to dispose it in accordance with Pustaka Negeri Sarawak records management guidelines and practices based on Sarawak State Library Ordinance 1999.

Annexes

a) Customer Feedback Form

b) Customer Verbal Feedback Form

c)) Customer Complaint Routing Form

d) Customer Complaint Monitoring Log