Quality **Procedure**

Reviewed by:	Approved by;
Mas Azreena binti Majenis	*Nurfarathul Aqma binti Julani*
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Purpose

This procedure is established and maintained so that all customer complaints are analyzed accordingly to determine appropriate action(s) to be taken in accordance with the Quality Management System requirements.

Scope

This procedure applies to Pustaka Negeri Sarawak, Sibu and covers all complaints received via these following channels:

a) Online (e.g.: Email, website, social apps, social networking website, *Talikhidmat*)
b) Written (e.g.: Customer Feedback Form (CFF), letters,)
c) Verbal (e.g.: Telephone, over-the-counter, face-to-face.)

Process Details

1.0 Receipt of Complaint

1.1 Upon receiving customer complaints via the following channels, the receiving officer shall forward the complaints to the Public Relations Officer (PRO) or other Designated Officers (DO). The steps for every channels as stated below:

1.1.1 For online complaints (e.g., email, website, social apps, social networking websites, Talikhidmat), the receiving officer shall forward the complaint to the PRO or DO.

1.1.2 For written complaints (e.g., Customer Feedback Form (CFF), letters), the receiving officer shall immediately hand over the CFF to the PRO or DO.

1.1.3 For verbal complaints (e.g., telephone, over-the-counter, face-to-face), the receiving officer shall record the conversation and the complainant's details in the Customer Verbal Feedback Form (CVFF). The 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 within **one (1) working day** if the complainant provides his/her details as in the Customer Feedback Form via the following channels:

a) Telephone (SMS, Infoblast) or
b) Online platform (Email, social media direct message)
c) Official correspondence

3.0 Monitoring of Complaint

3.1 Upon acknowledgment of a complaint, the PRO or DO shall record them in the Customer Complaint Monitoring Log (CCML).

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

3.3 Upon receiving the CCRF, the HOS, HOD, or HOU shall promptly determine the validity of the complaint by outline the required actions 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 return the CCRF to the PRO or DO within **seven (7)** working days from the date of issuance.

3.5 Upon receiving the CCRF, the PRO or DO should acknowledge the receipt of CCRF by completing the relevant section and submit it to Regional Manager (RM).

3.6 Upon receipt of the CCRF from PRO or DO, RM shall determine whether the complaint is valid for a Corrective Action Request (CAR) and return the CCRF to PRO or DO.

3.7 When the completed CCRF is received from RM, the PRO or DO shall immediately notify the complainant of the actions taken.

4.0 Corrective Action Request (CAR)

4.1 Upon receipt of completed CCRF that requires further investigation, the PRO or DO shall submit a copy of the CCRF to the QMR/DQMR/HOS to raise corrective action adhering to the guidelines outlined in the **QP/CC/06 - Corrective Action Request Procedure.**

5.0 Control of Documented Information

5.1 After the completion of the overall procedure the PRO or DO shall place all the relevant documents in the Management of Customer Complaint File and keep the file in the Closed Stack. The documents include:

1) Customer feedback form
2) Customer verbal feedback form
3) Customer Complaint Monitoring Log
4) Other relevant documents (e.g copy of email, pictures, and etc.)

5.1.1 The file shall be categorized as "OPEN" document and can be accessed by every staff.

5.1.2 The file shall be kept for a minimum of 1 years.

5.2 When the CFF, CVFF, 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