

CUSTOMER VERBAL FEEDBACK FORM

Feedback Ref. No.:

Date / Time			
Customer's Name*			
Address*			
E-Mail Address*		Telephone*	

*optional

Received by & date		Signature	
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Feedback: Complaint ☐ Suggestion ☐ Compliment ☐

For Corporate Communications Unit Use

Action (s) to be taken:

CCRF REF NO.:

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***Note: This form should be filled by staff and completed when you receive any verbal feedback (*maklumbalas lisan*)**

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CUSTOMER VERBAL FEEDBACK FORM

Guidelines:

1. When our valued customer (user) has something to complaint/comment, suggest to him/her to fill in the Customer Feedback Form.
2. If he/she hesitated or refused to fill any form, listen to what he/she has to say. If he/she is willing to give name, contact number and /or address, write it down so that the Management can get back to them on the matter.
3. Do not panic, stay calm and give an explanation (if you feel confident about what you have to say) or suggest to him/her to see the Officer-on-Duty.
4. Tell them that their complaint/comment will be brought to the Management's attention and we will look into rectifying/improving the matter. Thank him/her.
5. And....SMILE ☺ (even if it is hard to do so when someone is upset). Don't let one minute of bad situation spoil your whole day, it is not worth ruining the remaining 1,439 minutes.
6. Immediately complete this form and hand it over to the Corporate Communications Division (Pustaka Negeri Sarawak, Kuching)/Corporate Communications Unit (Pustaka Negeri Sarawak, Miri)/ Corporate Communications Unit (Pustaka Negeri Sarawak, Sibul) or through the Officer on Duty.