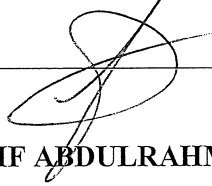
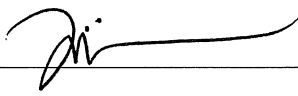
 INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA	VERSION NO : 02
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CUSTOMER COMPLAINTS

Prepared By :-	Approved By :-
	
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Position : Deputy Director, Office for Communication Advocacy & Promotion	Position : Director, Office for Communication Advocacy & Promotion
Date : 01/2020	Date : 01/2020

1. OBJECTIVE

This procedure is prepared to ensure that customer complaints pertaining to quality will be managed effectively and efficiently to meet the satisfaction of the customers.

2. SCOPE

This procedure applies to all customer complaints (verbal and written) excluding complaints made through Remedial Grievance System (Office of Integrity).

3. DEFINITION/ABBREVIATION

Definitions :

- 3.1 Customers : Staff, Students and Public.
- 3.2 Complaint : Dissatisfaction towards services given by the organization and staff.
- 3.3 Verbal Complaint : Complaint received through telephone, directive from top management, informal discussion or received in person.
- 3.4 Written Complaint : Complaint received through official letter, complaint/suggestion form, facsimile, e-mail, suggestion box, newspaper, etc.

Abbreviations :

- 3.5 DIR : Director
- 3.6 DMR : Deputy Management Representative
- 3.7 AO : Administrative Officer
- 3.8 AAO : Assistant Administrative Officer
- 3.9 AA : Administrative Assistant
- 4.0 MRM : Management Review Meeting
- 4.1 OCAP : Office for Communication Advocacy & Promotion

4. REFERENCE

- Quality Manual QM 5.2 (Customer Focus)
- Management Review Meeting (IIUM/MP/09)
- Corrective Action (IIUM/MP/05)
- Preventive Action (IIUM/MP/06)
- Relevant QMS Standards (Clause 4.2.4)

5. RESPONSIBILITY AND DETAILED PROCEDURE

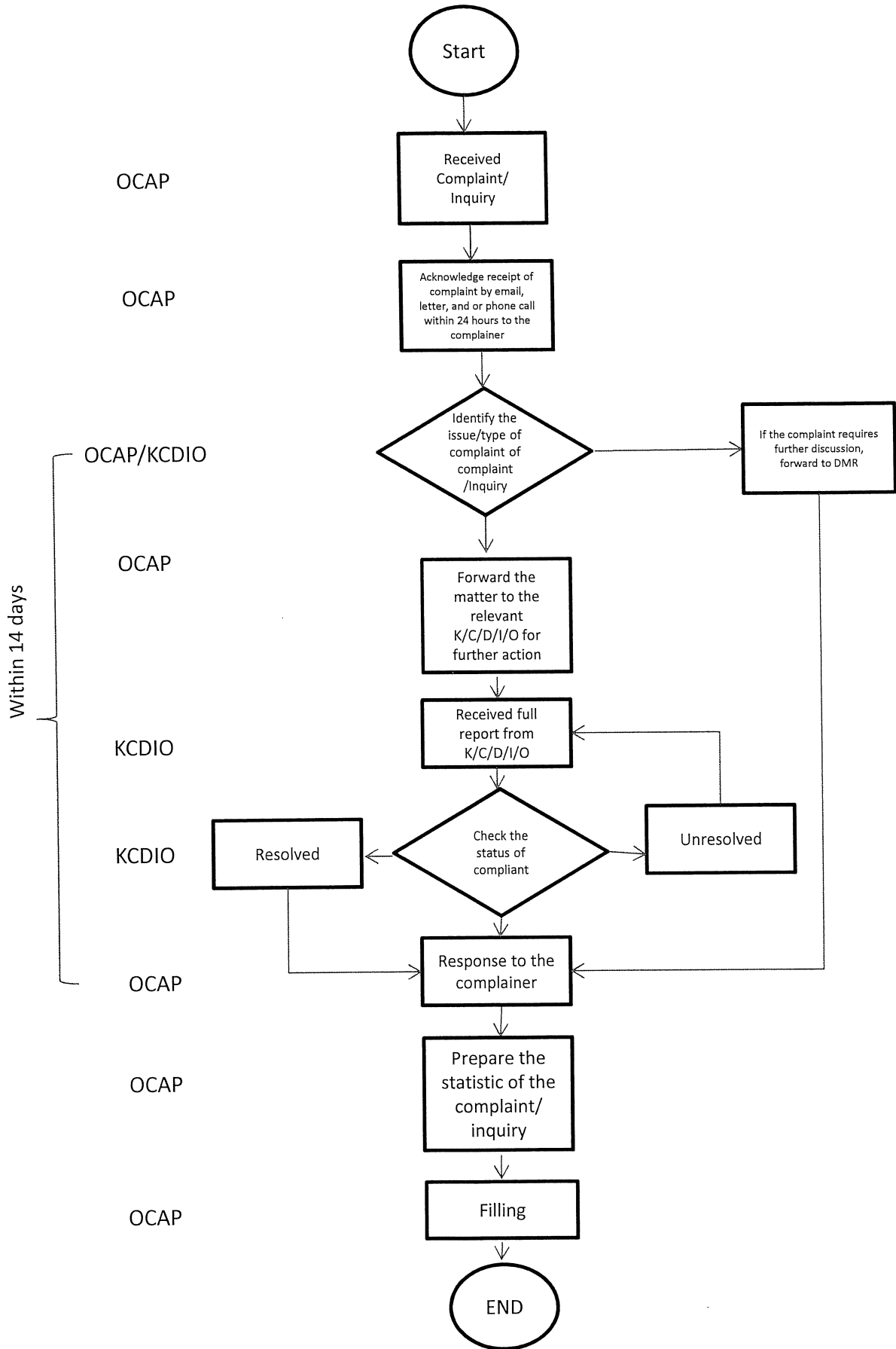
RESPONSIBILITY	DETAILED PROCEDURE
AAO	<p>5.1 <u>Written Complaint</u> Receive complaints from the customers through i.e. official letters, facsimile, e-mail, newspaper, or complaint/suggestion form/ (as Appendix 1), and stamp with the date of receipt (excluding email).</p> <p><u>Verbal Complaint</u> Receive complaint and record information in the Complaint/Suggestion Form as in Appendix 1.</p> <p>5.2 Compile the complaint in the Customer Complaint File and forward it to officer in-charge of complaints.</p>
DMR/AO/Officer in-charge of complaints	<p>5.3 Receive Customer Complaint File from AO.</p> <p>5.4 Identify the types of the complaint (i.e. complaint which action can be taken immediately or one that needs further discussion).</p> <p>5.5 If the complaint can be resolved immediately, send a letter signed by officer in-charge of complaints informing the customer. For Verbal Complaint, record information in the Complaint/Suggestion and convey the decision/findings to the customer.</p> <p>5.6 If the complaint requires further discussion, forward it to the DMR</p>
DIR/DMR/AO	<p>5.7 Check all the information on the complaint received (written complaint or verbal complaint), and to take action within 14 days of receipt.</p>
DIR/DMR/AO	<p>5.8 If the complaint can be resolved at DMR level, proceed for the corrective action suggested.</p> <p>5.9 If the complaint cannot be resolved, request officer in-charge of complaints to call for a discussion between DMR and DIR.</p> <p>5.10 If necessary, request AO or officer in-charge of complaints to collect and compile all relevant information related to the complaint received to be brought for a discussion.</p>

DIR/DMR/AO/AAO	5.11	<p>During the discussion :</p> <p>5.11.1 Analyze the complaint and identify the root cause of the problem.</p> <p>5.11.2 Decide on the corrective and preventive actions.</p>
DIR/AO	5.12	<p>Instruct officer in-charge of complaints to write a letter to the customer on the status of the complaint and inform the customer on whether :</p> <p>5.12.1 Any corrective action has been taken by the Kulliyah/Division; or</p> <p>5.12.2 Any action to solve the problem is still in progress or still under consideration or it has been forwarded to the University's Higher Authorities for further action.</p>
AO/DMR/AO	5.13	<p>Prepare the reports on the results of the corrective and preventive actions taken (or state all corrective actions taken by addressing in the complaint forms if the complaints were received through the forms).</p>
AA	5.14	<p>Make copy of the reports for filing purposes and send a copy to OCAP.</p>
AO/AAO	5.15	<p>Prepare the statistics and summary of the complaints received every year prior to the Management Review Meeting.</p>
AO/DMR	5.16	<p>Table the reports in the MRM.</p>
MRM Members	5.17	<p>Review the reports on the corrective and preventive actions as well as improvement efforts for further implementation (if necessary).</p>
Chairman of MRM	5.18	<p>If necessary, request the MR or DMR to ensure that corrective and preventive actions, and improvement efforts are well-implemented by the respective K/C/D/Is.</p>

6. QUALITY RECORDS

NO	QUALITY RECORDS	RETENTION PERIOD	LOCATION	RESPONSIBILITY
1	Completed Complaint Forms	5 years	Filing Cabinet	AA
2	Statistics/Summary of Customer Complaints Received	5 years	Filing Cabinet	AA
3	Letters Received Pertaining to Customer Complaints	5 years	Filing Cabinet	AA

PROCEDURE CUSTOMER COMPLAINT/INQUIRY





**INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA
(COMPLAINT/SUGGESTION FORM)**

LOCATION : Gombak

DATE :

1. COMPLAINT SUGGESTION

2. SUBJECT :

3. DESCRIPTION :

Name : _____ Matric No./Staff No. : _____
Address : _____
Tel. No. : _____ E-Mail : _____

FOR OFFICE USE ONLY :

Received By : _____ Date Received : _____

Investigation Done (*Identify the genuineness of the complaint*) :

Root Cause of the Problem :

Corrective Action Taken:

1) Immediate Action & Completion Date

2) Long-Term Action & Completion Date

Verified By :