Complaints Handling Process Flow chart

A complaint is raised in person, via email or through the social media platforms

Complaint raised

Investigate

Strive to resolve the complaint quickly and ensure the customer's satisfaction

If a complaint is raised and a resolution is not satisfactory, it's directed to the customer service officer for recording in the complaints register

Is the customer satisfied with the decision?

Complaint is forwarded to the relevant Directorate/ Division for resolution

Yes

No

The time frame for resolving a complaint is within **10 working days**

Case closed

The Customer Service Officer confirms if the issue has been resolved via a phone call or email to the customer

Case resolved and closed