

## 4.4 HANDLING OF INTERNAL CUSTOMER FEEDBACK

### Introduction,

Internal customer feedback is a complaint or compliment received from employees. Corporate Affairs has the responsibility of handling the feedback with the concerned department. These responsibilities include: receiving, registering, and forwarding complaints to the concerned process owners, making follow up with the process owners until closure of the complaints and preparation of quarterly complaints analysis.

### Process

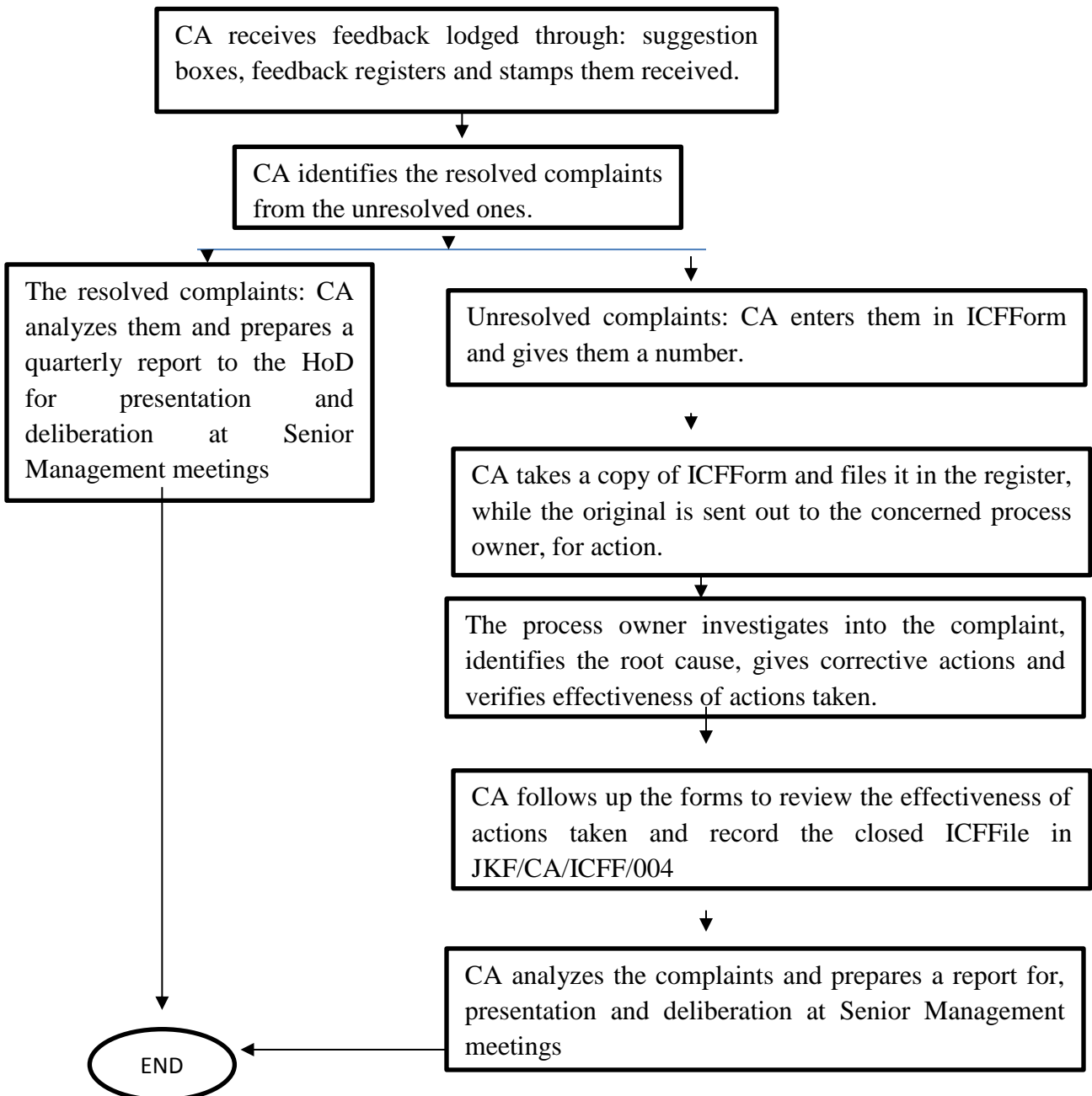
- 4.4.1 Corporate Affairs (CA) shall receive all corporate complaints and record them in the **Internal Customer Feedback Form (ICFF)** reference number **CA/FRM/001** if feedback is not registered accordingly. The communication channels to use include but not limited to: the suggestion box, letters, and complaints in the feedback registers, electronic mail, phone calls and personal visits.
- 4.4.2 CA receives the complaints in 4.4.1.
- 4.4.3 The feedback is registered in the **Internal Customer Feedback Register (ICFR)** reference number **CA/RG/001**.
- 4.4.4 CA takes a copy of the ICFF form raised in clause 4.4.1 above and files it in the **Internal Customer Feedback File**, reference number **JKF/CA/ICFF/004** while the original is forwarded to the concerned process owner.
- 4.4.5 CA will make constant follow up with the concerned process owner, to ensure that the complaint(s) is/are resolved within the stipulated time and the closed **ICFForm** (s) returned for review. The closed Customer Feedback Forms will be analysed and filed accordingly.
- 4.4.6 When the complaint is not resolved within the stipulated time (21 days), CA closes the unresolved **ICFForm** and re-issues another **ICFForm** and the process is repeated again.
- 4.4.7 Finally, CA analyses all the complaints received on a quarterly basis and prepares a report on the same emphasizing on the frequency of such complaints as well as suitability of the actions taken. The report is then forwarded to the Head of Department for review, presentation and deliberation at the Senior Management meeting. The same shall be sent as a quarterly report to the Commission of Administrative Justice (Ombudsman).

4.4.8 Complaints touching on the Standard Operating Procedure and the International Standard shall be forwarded to the ISO Management Representative (MR).

**Flow chart:** (see below)

Notes on abbreviation in the flow chart:

- CA - Corporate Affairs
- MR - Management Representative
- ICFF - Internal Customer Feedback Form
- ICFR - Internal Customer Feedback Register
- HoD - Head of Department



## **4.5 HANDLING OF EXTERNAL CUSTOMER FEEDBACK**

- 4.5.1 All Complaints from external customers touching on the Standard Operating Procedure and the International Standard shall be forwarded to the ISO Management Representative (MR).
- 4.5.2 Others, CA shall stamp them received, number them and file them in the External Customer Feedback file ref: no. **JKF/CA/ECFF/007**.
- 4.5.3 Where the form has a complaint in it, the complaint shall be referred to the process of handling internal customer feedback in clause 4.4 above.

## **45.0 CORPORATE AFFAIRS RECORDS**

- a. CA/FRM/001 - Internal Customer Feedback Form.
- b. CA/RG/001 - Internal Customer Feedback Form.
- c. JKF/CA/ICFF/004 – Internal Customer Feedback File.
- d. JKF/CA/ECFF/007 – External Customer Feedback File.

## **6.0 CORPORATE AFFAIRS DOCUMENTS**

- a. Customer Service Charter.
- b. CSR Policy.
- c. Corporate Communication Policy

## **7.0 CONTROL OF RECORDS**

Refer of Control of Records Procedure

## **8.0 CONTROL OF DOCUMENTS**

Refer to Control of Documents Procedure.