



INTERNATIONAL ISLAMIC
UNIVERSITY MALAYSIA

VERSION NO. : 03

REVISION NO. : 00

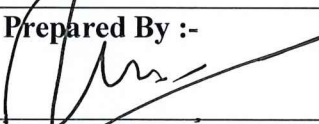
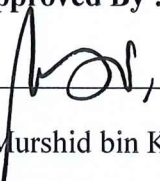
CUSTOMER COMPLAINT/ ENQUIRY

EFFECTIVE DATE : 01/07/2020


DOCUMENT NO. : IIUM/CFS/SP/03

PAGE : 01/07

CUSTOMER COMPLAINTS/ ENQUIRIES

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Date : 1/07/2020	Date : 01/07/2020

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DOCUMENT NO. : IIUM/CFS/SP/03	PAGE : 02/07

1. OBJECTIVE

This procedure is prepared to ensure that all customer complaints/ enquiries pertaining to Academic and Administrative Services in the CFSIIUM will be managed effectively and efficiently to meet the satisfaction of the customers.

2. SCOPE

The procedure applies to all customer complaints (verbal and written) which are related to Academic and Administrative Services in the CFSIIUM.

3. DEFINITION/ABBREVIATION

Definition

- | | | |
|-----|-----------------------------|--|
| 3.1 | Customers | : Students, Staff and Public |
| 3.2 | Complaint | : Dissatisfaction towards services given by the Organization and staff |
| 3.3 | Verbal Complaint / Enquiry | : Complaint / received through telephone, directive from Top management, informal discussion or received in Person |
| 3.4 | Written Complaint / Enquiry | : Complaint received through official letter, facsimile, e-mail, newspaper, etc. |

Abbreviations :

- | | | |
|------|----------|--------------------------|
| 3.5 | D | Dean |
| 3.6 | Dep. D | Deputy Dean |
| 3.7 | Dep. Dir | Deputy Director |
| 3.8 | AD | Assistant Director |
| 3.9 | HOD | Head of Department. |
| 3.10 | AA | Administrative Assistant |



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DOCUMENT NO. : IIUM/CFS/SP/03

PAGE : 03/07

4. REFERENCES

4.1 Quality Manual QM 5.0 (Customer Focus)

5. RESPONSIBILITY AND DETAILED PROCEDURE

RESPONSIBILITY	DETAILED PROCEDURE
AA	<p>5.1 <u>Written Complaint/ Enquiry</u> 5.1.1 Receive complaint from the customer through official letter, e-mail, newspaper, and record the date of receipt. In case of complaint/ enquiry received through email, all important details must be recorded from date received until the log is closed.</p> <p><u>Verbal Complaint/ Enquiry</u> 5.1.2 Receive complaint/ enquiry and record information in the Complaint Form as per attached in Appendix 1.</p> <p>5.2 AA will identify the solution to the enquiry/ complaint and reply to the enquirer/ complainant or forward it to the relevant department in charge of the subject matter.</p> <p>5.3 If, AA is unable to do so, AA will forward it to AD at Corporate Communication Unit at Administration office (in-charge of complaints).</p>



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EFFECTIVE DATE : 01/07/2020

DOCUMENT NO. : IIUM/CFS/SP/03

PAGE : 04/07

RESPONSIBILITY	DETAILED PROCEDURE
AD	<p>5.3 Receive Customer Complaint File from AA</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, or email by AD (in-charge of complaints) informing the customer. For verbal complaint, inform the customer through telephone.</p> <p>5.6 If the complaint requires further discussion, forward it to the relevant Dept / entity.</p>
DDR	<p>5.7 Check all the information on the complaint received Instruct AD to proceed with the immediate corrective action as suggested OR request AD to call relevant entities for a discussion to come out with decision/solution.</p>
DD/DDR/AD	<p>5.8 During the discussion :</p> <p>5.8.1 Analyze the complaint and identify the root cause of the problem</p> <p>5.8.2 Decide on the corrective and preventive actions.</p>



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DOCUMENT NO. : IIUM/CFS/SP/03

PAGE : 05/07

RESPONSIBILITY	DETAILED PROCEDURE
AD	<p>5.9 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 respective Department; 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 authority for further action</p>
AD	<p>5.10 Summarize all complaints received in the form of "feedback Log of customer Complaints" as in Appendix 2</p> <p>5.11 Make copy of the reports for filing purposes</p>

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	REVISION NO. : 00
CUSTOMER COMPLAINTS	EFFECTIVE DATE : 01/07/2020
DOCUMENT NO. : IIUM/CFS/SP/03	PAGE : 06/07

6. QUALITY RECORDS

NO.	QUALITY RECORDS	RETENTION PERIOD	LOCATION	RESPONSIBILITY
1.	Complaint Form	5 years	Filing Cabinet	AA
2.	Customer Complaint File	5 years	Filing Cabinet	AA



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DOCUMENT NO. : IIUM/CFS/SP/03

PAGE : 07/07

7. FLOW CHART

