الجامعة الاسلامية العالمية ماليزيا
INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA
يونيبرسيتي إسلام إنتانيشنال ماليسيا
Garden of Knowledge and Virtue

CUSTOMER COMPLAINTS

Prepared By:-	Approved By:-
Name : Abdul Latif Abdul Rahman	Name : Shahrizad binti Sa-idul Haj
Position : Deputy Director Office for Communication Advocacy and Promotion	Position : Director Office for Communication Advocacy and Promotion
Date : 14/8/2024	Date : 14/8/2024

1.0 OBJECTIVE

The purpose of this document is to ensure that customer complaints pertaining to quality will be managed effectively and efficiently to meet the satisfaction of the customers.

2.0 SCOPE

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

3.0 ACCOUNTABILITY

4.0 ABBREVIATION

Definitions:

3.1	Customers	: Staff, Students and Public.
3.2	Complaints	: 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 and Promotion

5.0 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)
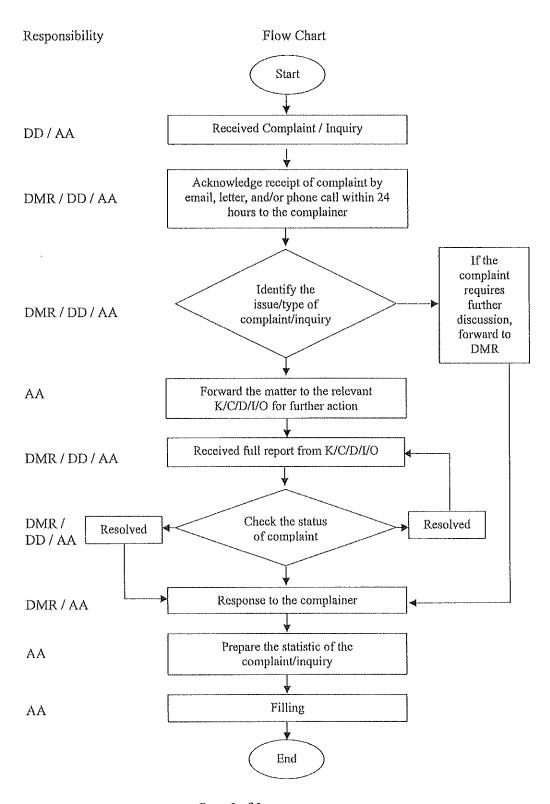
6.0 RECORD RETENTION PERIOD

7.0 PROCESS FLOW

Responsibility	Flow Chart

Flow chart:

Start

DD / AA — Received Complaint / Inquiry

DMR / DD / AA — Acknowledge receipt of complaint by email, letter, and/or phone call within 24 hours to the complainer

DMR / DD / AA — Identify the issue/type of complaint/inquiry → If the complaint requires further discussion, forward to DMR

AA — Forward the matter to the relevant K/C/D/I/O for further action

DMR / DD / AA — Received full report from K/C/D/I/O

DMR / DD / AA — Check the status of complaint → Resolved (left) / Resolved (right)

DMR / AA — Response to the complainer

AA — Prepare the statistic of the complaint/inquiry

AA — Filling

End