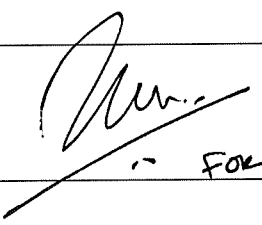




CUSTOMER COMPLAINT/ ENQUIRY

Prepared By:	Approved By:
	
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Position: Assistant Director, Corporate Communication Department	Position: Dean Centre for Foundation Studies, IIUM
Date: 15 TH April 2025	Date: 15 TH April 2025

1.0 OBJECTIVE

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

2.0 SCOPE

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

3.0 ACCOUNTABILITY

- 3.1 Corporate Communication Unit
- 3.2 Corporate, Strategy and Quality Management Department

4.0 ABBREVIATION

- 4.1 Dean Dean
- 4.2 AD Assistant Director
- 4.3 AAO Administrative Assistant Officer
- 4.4 AA Administrative Assistant
- 4.5 CCOM Corporate Communication Unit
- 4.6 CSQD Corporate, Strategy & Quality Management Department
- 4.7 I-FIRST IIUM Feedback, Inquiries, and Support Tracking System

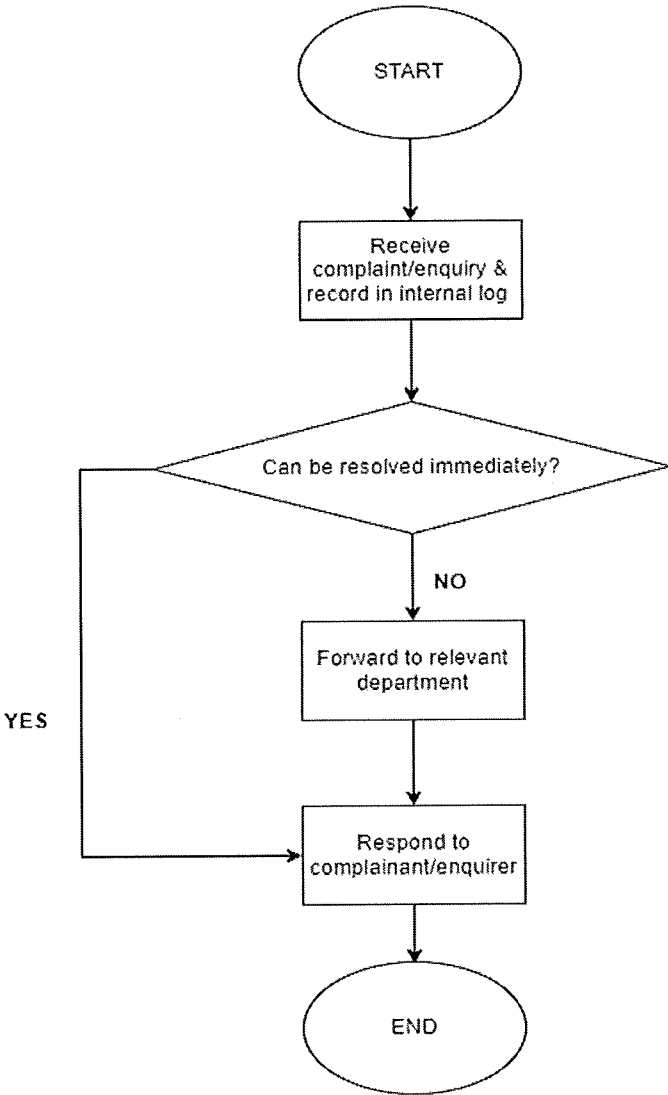
5.0 REFERENCE

I-FIRST User Manual

6.0 RECORD RETENTION PERIOD

NO.	QUALITY RECORDS	RETENTION PERIOD	LOCATION	RESPONSIBILITY
1.	Internal Log	5 years	Online	AA/AAO

7.0 PROCESS FLOW

Responsibility	Flow Chart	Remarks
AA/AAO	 <pre> graph TD START([START]) --> Receive[Receive complaint/enquiry & record in internal log] Receive --> Decision{Can be resolved immediately?} Decision -- YES --> Respond[Respond to complainant/enquirer] Decision -- NO --> Forward[Forward to relevant department] Forward --> Respond Respond --> END([END]) </pre>	<p>Platform – Email, Telephone, i-First</p> <p>Acknowledge within 3 working days</p>
AA/AAO		
AA/AAO/ Relevant department		<p>Within 14 working days</p> <p>To complete the process in i-First</p> <p>If issue is not resolved or update is not received after 14 working days, CCOM will follow up with relevant department</p>

ANNEXURE

1. Platform – Email, telephone, i-First

- Complaints received by email/telephone to be recorded and summarized in internal log.
- To ensure relevant departments that received the complaint to complete the process in i-First.
- If issue is not resolved or update is not received after 14 working days, CCOM will follow up with relevant department.

2. Issue closed

- Download i-First report

Internal log samples:

a) Log for telephone

No.	Phone Number	Forwarded to	Issue	Date	Time
1.	011-11808346	Sr. Radhiah	Fees	25/9/24	10.46 am

b) Log for email

No.	Email address	Forwarded to	Issue	Date	Time
1.	syafiq.almanna@gmail.com	CFS ODDAI	Withdrawal	25/9/24	11.21 am

a) Log for i-First

Ticket No	Request Date	Requester	Description	Type	Priority	Status	Due Date	Date Closed	Category	Service	Service Spec	Ticket Overdue	Agent	Root Cause
IIUM-0224-3D91B	14-Feb-2024	MOHD SYAFIQ BIN ABD KARIM	Request to borrow 1 unit of laptop	Request	Normal	Closed	19-Feb-2024	26-Mar-2024	Service and Facility	IT Services and Resources	Provide PC/Notebook set-up	Yes	MOHD IZZUDDIN BIN DZULKEFLI	

3. Conduct an analysis from the internal log.

Eg. On quarterly basis: September – December 2024