

HANDLING OF CUSTOMER COMPLAINTS

Prepared By:-	Approved By:-
	
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1.0 OBJECTIVE

The objective of this procedure is to describe the steps involved in handling customers' complaints/suggestions at Dar al-Hikmah Library.

2.0 SCOPE

The scope of this process is for complaints/suggestions made by the registered Dar al-Hikmah Library clients only. This procedure is to be used by all campus libraries handling customer complaints at the respective libraries.

3.0 ACCOUNTABILITY

The following are accountable for handling customers' complaints:

- a. M. Kamal Hassan Library
- b. Dar al-Hikmah Library Kuantan
- c. Center for Foundation Studies Library
- d. Syed Muhammad Naquib al-Attas Library
- e. Shared-Facilities Pagoh Library

4.0 ABBREVIATION

CCSD :	Collection & Client Services Department
HOD :	Head of Department
HOS :	Head of Section
HOU :	Head of Unit
L :	Librarian
SLA :	Senior Library Assistant
LA :	Library Assistant
AA :	Administrative Assistant

5.0 REFERENCES

1. Malaysian Standard MS ISO 9001:2015
2. Customer complaint form (print or online
<https://www.cognitofrms.com/LibraryIIUM/CustomerComplaintForm>)
3. Guidelines on Handling Customers' Complaints/Suggestions (Appendix 1)
4. Google Drive data tabulation https://liveiiumedu-my.sharepoint.com/:x:/r/personal/yusrina_live_iium_edu_my/_layouts/15/Doc.aspx?sourcedoc=%7B096A6BB0-1261-4220-B4CA-648E94F2959A%7D&file=All%20Campus%20Libraries%20Customer%20Complaint%20Tabulation%202022.xlsx&action=default&mobileredirect=true

6.0 RECORD RETENTION PERIOD

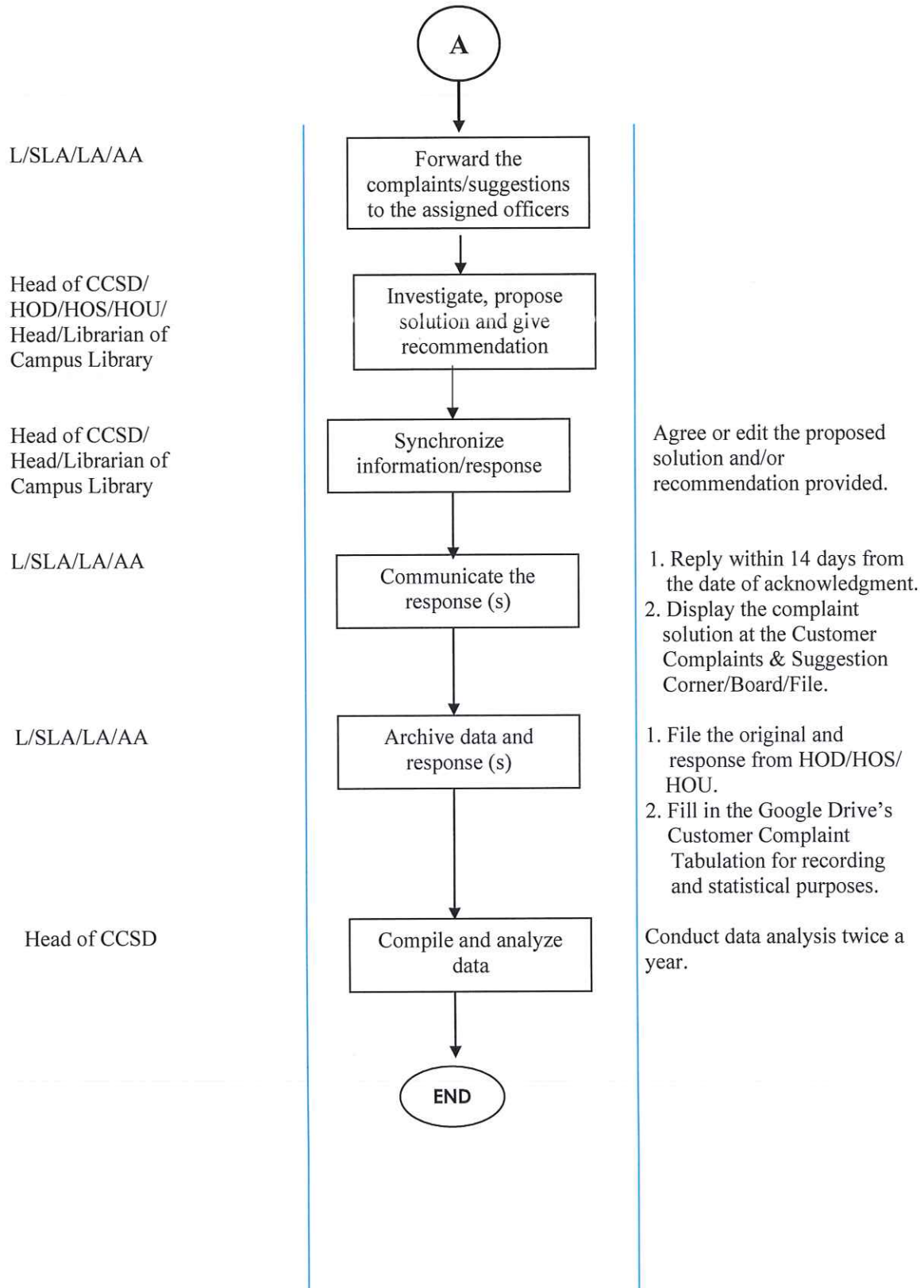
5 years

7.0 PROCESS FLOW

Refer to Handling of Customers' Complaint process flow.

WORKFLOW OF HANDLING CUSTOMERS' COMPLAINTS

Responsibility	Flow Chart	Remarks
L/SLA/LA/AA	START	
L/SLA/LA/AA	Receive the complaints made by the library clients	Receive complaints through the Library Suggestion Box, Online Complaint Form, i-First, Email, Readers' Advisory Desk (RAD), LiveChat, Social Media, etc.
SLA/LA/AA	Record the complaints received.	Record the complaints /suggestions received: a. Print complaints received through Email, Online Complaint Form, LiveChat, Social Media, etc. b. Attach (a.) with the printed complaint form and the complaint slip. c. Assign the reference number for each complaint.
SLA/LA/AA	Acknowledge receipt to the complainants	Acknowledge the complaint within one (1) working day.
L/SLA/LA/AA	Process the complaints/suggestions received	Process the complaints/ suggestions received: a. Photocopy the original complaint, complaint form and complaint slip. b. Submit to the Head of CCSD/Heads of Campus libraries (to assign who should respond to the complaints/suggestions).
	A	



Appendix 1

GUIDELINES ON HANDLING CUSTOMERS' COMPLAINTS/SUGGESTIONS

1. All complaints received must be recorded.
2. All complaints received (if known/ stated) must be acknowledged receipt within 1 working day upon stamping the date of receipt on the printed complaint form.
3. All relevant Heads must respond to complaints related to their processes in charge within 7 working days.
4. Communicate the responses to the complaints/suggestions to the complainant within 14 working days from the date of receipt.
5. If no feedback is given within three (3) working days from the response date, the Library will presume the complainant is satisfied.

ANNEXURE

1.0 TERMINOLOGIES

- Customer Service - It refers to support and assistance given before, during and after library clients use a product or service. It includes a wide range of activities such as:
- Answering questions and finding solutions
 - Resolving complaints
 - Interacting with customers
 - Following up on customer issues
 - Providing guidance and offering advice
- Customer service can be provided through various channels such as phone, email, live chat, social media and in-person interactions.
- Library Clients - Registered members of Dar al-Hikmah Library who are using its products and services for their study and research.
- Complaints - A statement that something is unsatisfactory or unacceptable.
- Suggestion - An idea or plan put forward for consideration.
- Social Media - Means of interactions among people in which they create, share, and/or exchange information and ideas in virtual communities and networks.
- Live Chat - Live chat is a real-time communication method used to interact with library clients or website visitors through instant messaging. It is embedded within a Dar al-Hikmah Library's website allowing clients to ask questions, receive support, or engage with the staff quickly and efficiently.