

Processing Complaints

Modes of Complaint

1. Complaints can be received by
 - a. E-mail
 - b. Evaluation Form
2. For any complaints by verbal communication or phone call, please get the customer to document complaints on an email or Evaluation Form.

Types of Complaint

1. Logistic
2. Materials
3. Training Faculty

Process

1. Upon receiving complaint, if complaint is on Tier 1, complaint can be handled by Senior CSO. Senior CSO to assist customer and close case.
2. If complaint falls on Tier 2, to escalate case to Manager.
3. Manager to assess if complaint is with merits. If no, Manager to explain company's policy. If yes, Manager to acknowledge complaint and address service gaps.
4. If matter is beyond Manager's purview (Tier 3), to escalate it to Executive Director for direction.

Duration

1. Complaint must be acknowledged within 3 working days.
2. If complaint falls on Tier 1, it must be addressed within 7 working days.
3. If complaint falls on Tier 2, it must be addressed within 2 weeks.
4. If complaint falls on Tier 3, it must be addressed within 4 weeks.

Tiers

Tier 1 – Material missing/defective/error; logistic i.e. F&B, projector, markers, etc

Tier 2 – Training Faculty, logistic i.e. rooms allocation, etc (Normal case)

Tier 3 – Higher issues involving Tier 2. (Unique case)