Complaint Management Process

Complaint Administration Division Receives Complaints through Complaint Channels

Categorize information received into complaints, suggestions and compliments

Complaints and suggestions

Compliments

Verify correctness and completeness of information

Verify correctness and completeness of information record information into IT system regarding complaint management

Categorize complaints and suggestions into 8 types

Contact the customer within 3 working days to express gratitude

Prioritize complaints and suggestions based on their severities and have them divided into service suggestions, general complaints and severe complaints

Severe complaints

Service suggestions and general complaints

Contact the customer within 1 working day as an initial response

Contact the customer within 3 working days as an initial response

Contact the customer within 1 - 3 working days

Categorize complaints and suggestions into internal issues and external issues

Internal issues

External issues

Send documents to related units for acknowledgment and consideration on problem resolving and analysis

Severe complaints

Suggestions for service and general complaints

Inform the remediation outcomes to the Complaint Administration Division within 3 working days

Inform the remediation outcomes to the Complaint Administration Division within 10 working days

The Complaint Administration Division informs the remediation outcomes to the complainer

Within 1 working day in case of severe complaints

Within 5 working days in case of suggestions for service and general complaints

Contact the customer within 3 working days to express gratitude

Inform the remediation outcomes within 4 - 15 working days