Complaint Process Flow

- Online Complaint
- Written Complaint
- Complaints by call
- Resolved by frontline — Y → End
  - N → Received by COO
- Received by COO
- Complaint Manager
- 1. SR number generated
  2. Complaint is classified
  3. Logged in Complaint Register
  4. Complaint Form completed
- Acknowledge email to the Client within one (01) working day from date received. Clients are to be advised of the Complaint process.
- Resolved immediately — Y → Prepare final response & send to COO
  - N → Informs the client that the Complaint is being reviewed and assessed.
- Resolved within 5W days — N → Inform the COO
  - Y → Prepare final response & send to COO
- Inform the COO
- Resolved within next 5W days — Y
  - N → Inform the Compliance
- Inform the Compliance
- Not resolved in 30W days — Y
  - N → Inform the Regulator
- Inform the Regulator
- Prepare final response & send to COO
- Approved by COO → Send the final respose letter to Client
- Send the final respose letter to Client
- Clinet not responded in 15W days → End of Complaint
- End of Complaint