



NGOs CO-ORDINATION BOARD

CUSTOMER COMPLAINTS PROCEDURES

- I. A complaint is received from the customer either through the telephone, face to face or written through a letter, email, e.t.c.
- II. The Public Relations Officer (PRO) ensures that the complaint is recorded in the Customer Complaints Register.
- III. The relevant Head of Department (HOD) is informed of the complaint.
- IV. The Head of Department handles the complaint and forwards the action/recommendations to the PRO.
- V. PRO makes an analysis of the recommendations and prepares a report.
- VI. The report is then forwarded to the Executive Director for approval.
- VII. The approved action is then implemented and recorded in the Customer Complaints Register.

Fazul Mahamed
EXECUTIVE DIRECTOR