

COMPLAIN REDRESSAL PROCEDURES

A complaint may be made to the Authority in person, by phone, by email, through Facebook or in writing.

The Authority reviews the complaint and decides whether the complaint should be dealt as Frontline resolution or needs further investigation.

Frontline Resolution

Review the case and try to resolve the complaint quickly as per the provision of the Rules and regulations

Provide decision on the complaint within two working days after getting approval of the Management

Is the complainant satisfied with the decision?

YES

Complaint closed and out-come recorded for reference

NO

Investigation

1. Investigate the case including review of evidences and seeking clarifications from the complaine within five working days
2. Investigate where the complainant is still dissatisfied after communicating the decision based on frontline resolution mode of the Authority

Review and analyze the information within three working days and submit the findings to the Management

Communicate the decision in writing as soon as the Management makes the decision

Is the complainant satisfied with the decision?

YES

Complaint closed and out-come recorded for reference

NO

Authority Dispute Resolution