



Procedure Name:	Communicate Complaint Feedback
Process Name:	L4_Communicate Complaint Feedback_D1.0
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Step	Action	Narrative	Responsibility	System Used	Supporting Documentation
	General	<ul style="list-style-type: none"> The purpose of this procedure is to outline the steps to be followed when communicating customer feedback on complaint lodged with Call Centre. All customer complaints must be resolved within 7 business days from the initial date in which the complaint was lodged. 	Call Centre Agent	N/A	N/A
1	Request to Close Call (Communicate Feedback)	<ul style="list-style-type: none"> Phone the customer and communicate the complaint resolution. The customer's response to the resolution can be as follows: <p>Resolution Not Accepted:</p> <ul style="list-style-type: none"> Proceed to the step "Escalate Customer Complaint" below. <p>Resolution Accepted:</p> <ul style="list-style-type: none"> Proceed to the step "Close Call" below. 	Call Centre Agent	Call Centre	N/A
2	Escalate Customer Complaint	<ul style="list-style-type: none"> Confirm reason for disputing the resolution Inform the customer that the complaint will be escalated to Customer Service Manager Escalate dispute to the Customer Service Manager together with supporting documents and all background information Update the call ticket to indicate the escalation to Customer Services Manager. 	Call Centre Agent	Clientele	N/A

3	Facilitate Complaint Resolution	<ul style="list-style-type: none"> Review the merits of complaint, understand and interpret the feedback details from the Call Centre. Motivate for proper response and/or escalate to relevant executives (where necessary). If complaint is from customer mediation institutions or service rating websites, obtain background information on the complaint from Call Centre and BUs. 	Customer Service Manager	N/A	<ul style="list-style-type: none"> Resolution statement from Business Unit Additional supporting documents
		<ul style="list-style-type: none"> Resolution is aligned to the following Criteria: internal PPPs, T&Cs, our Values, Promise, the Code and the Law: Proceed to the step "Communicate Feedback to customer" Resolution is NOT aligned to the following criteria: internal PPPs, T&Cs, our Values, Promise, the Code and the Law: Proceed to step "Facilitate Complaint Resolution" 	Customer Service Manager	N/A	<ul style="list-style-type: none"> Resolution statement from Business Unit Additional supporting documents
		<ul style="list-style-type: none"> Inform Business Unit of areas where violation to above criteria may have occurred and request Business Unit to rectify areas of violation Recommend steps to place the customer where they ought to have been if there had been no violation (where applicable) Provide reasonable time frames for feedback and amended resolutions Escalate through normal organisational escalation procedures if implementation of recommendation is unreasonably rejected or delayed 	Customer Service Manager (CSM)	N/A	<ul style="list-style-type: none"> Resolution statement from Business Unit Additional supporting documents
4	Communicate Feedback to Customer	<ul style="list-style-type: none"> Receive feedback on areas of violation, acknowledge receipt and provide feedback Respond on the recommendations from CSM within the requested time Recommended Resolution Accepted: Proceed to the step "Communicate Feedback to Customer" Recommended Resolution Declined: The written communication sent by the business unit must contain: <ul style="list-style-type: none"> The summary of the complaint Matters investigated Resolution statement and reason for declining CSM recommendation (CSM to escalate BU through normal organisational escalation procedures if implementation of recommendation is unreasonably rejected or delayed) 	Business Unit	N/A	<ul style="list-style-type: none"> Resolution statement from Business Unit Additional supporting documents
		<ul style="list-style-type: none"> Communicate feedback to the customer, educate on why the decision was made Final Resolution Accepted: Proceed to "Notify Call Centre To Close Call" Final Resolution NOT Accepted: Advise customer of their right to escalate to the Ombudman for Banking Services or FAIS Ombudsman. If they will escalate, provide customer with complete resolution in writing together with supporting documents (required by the 3rd party) in order to facilitate early closure of calls logged with third parties 	Customer Service Manager (CSM)	N/A	<ul style="list-style-type: none"> Resolution statement from Business Unit Additional supporting documents

5	Notify Call Centre To Close Call	<ul style="list-style-type: none"> • Provide decision made to the Call Centre and request to close the call • Notify of customer's feedback and intention to escalate to third party 	Customer Service Manager (CSM)	N/A	<ul style="list-style-type: none"> • Resolution statement from Business Unit • Additional supporting documents
6	Close Call	<ul style="list-style-type: none"> • Close the ticket • If complaint was logged through the branch, inform the branch of call closure. 	Call Centre Agent	Clientele	<ul style="list-style-type: none"> • Resolution statement from Business Unit • Additional supporting documents