COMPLAINTS HANDLING PROCESS/FLOWCHART

Source of Complaint
* Telephone
* Email
* On Line
* Personal Visit
* Third Party

START

Received Complaint; Get basic info *

Log the Complaint

Classify type & categories of Complaint, Simple or complex

Simple or [decision]

Complex

Simple

* Basic Info Required:
I. Name of Complainant
ii. Name of Patient, if applicable
iii. Details of Complaint
iv. Name of Company
v. Card No., Email, etc.

Further info/details required? Advise Member

Process Complain & Resolve; Intimate Member/Client

Process Complain & Resolve; Intimate Member/Client

NO

Client Satisfied?

YES

Escalate to Manager for Immediate resolution

NO further action required; Advise Member

END of PROCESS -