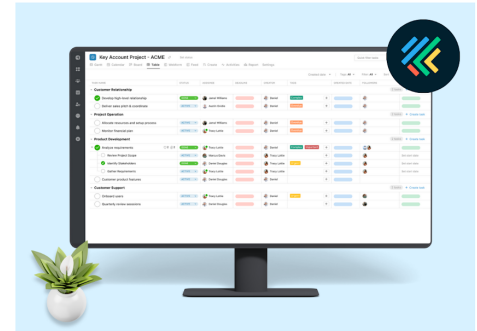




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### FEATURED APPLICATIONS

**Work Operating Services**  
Transform work into high-quality outcomes

- Project**  
Execute objectives together
- Request**  
Empower approvals with trust
- Flows**  
Simplify joined-up processes
- Kudos (Upcoming)**  
Celebrate each working moments

**Expense Operating Services**  
Strategize expenses for optimal results

- Expense**  
Keep your expenditure count
- Travel (Upcoming)**  
Business travel for employees

**Administration Services**  
Effortless office organization

- Work Rules**  
One rulebook, one vision
- Bookings**  
Effortless resources reservations
- Meeting**  
Organize your meeting effectively

**Workstreams (Upcoming)**  
Streamlining every piece of work

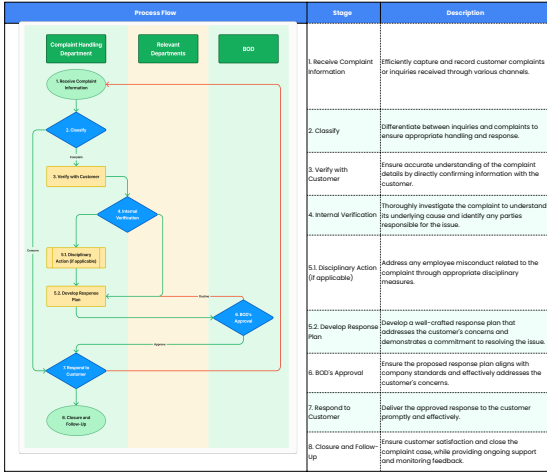
- Email Sync**  
Turn emails into committed work
- WhatsApp Sync**  
Turn WA into committed work
- Slack Sync**  
Turn Slack into committed work
- Telegram Sync**  
Turn Tele chat into committed work

**8000+ CORPORATE CUSTOMERS**  
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## COMPLAINT HANDLING PROCESS

INTERNAL	INTERNAL	EXTERNAL
1. Information received through various channels (phone, email, social media, internal staff) detailing customer issue or concern. 2. Guidelines and regulations regarding customer service, complaint handling and dispute resolution. 3. Details about the product or service in question including specifications, warranties, and terms of use.	4. A standardized form capturing the details of the customer's complaint or inquiry. 5. Classification of the issue as an inquiry or complaint. 6. Confirmation of the complaint details with the customer. 7. A comprehensive report detailing the findings of the internal investigation into the complaint. 8. Documentation of any disciplinary measures taken against employees.	9. <b>Prompt and Effective Resolution:</b> Timely and satisfactory resolution of customer complaints, demonstrating a commitment to customer service excellence. 10. <b>Customer Satisfaction and Loyalty:</b> Built trust and equity with customers by addressing their concerns promptly and professionally. 11. <b>Employee Accountability:</b> Held employees accountable for their actions and ensure compliance with company policies and practices.



Stage	1. Receive Complaint Information	2. Classify	3. Verify with Customer	4. Internal Verification	5.1. Disciplinary Action (if applicable)	5.2. Develop Response Plan	6. BOD's Approval	7. Respond to Customer	8. Closure and Follow-up
<b>Stage Owners</b>	Complaint Handling Dept.	Complaint Handling Dept.	Complaint Handling Dept.	Complaint Handling Dept., Relevant Departments	Complaint Handling Dept.	Complaint Handling Dept.	Board of Directors (BOD)	Complaint Handling Dept.	Complaint Handling Dept.
<b>Stage workers</b>	Complaint Handling Dept.	Complaint Handling Dept.	Complaint Handling Dept.	Complaint Handling Dept., Relevant Departments	Complaint Handling Dept.	Complaint Handling Dept.	Board of Directors (BOD)	Complaint Handling Dept.	Complaint Handling Dept.
<b>SLAs</b>	N/A (Within 15 minutes)	15 minutes	1 hour	1 hour	N/A (Part of internal verification process)	4 hours	4 hours	4 hours	4 hours
<b>To-do's</b>	Receive and document customer complaints/inquiries via hotline, email, chat, Facebook, or from internal staff.	Categorize the received information as either an inquiry or a complaint.	Contact the customer to confirm the details of the complaint.	Investigate the complaint internally to determine the root cause, identify the responsible party (if applicable), collaborate with relevant departments to gather necessary information.	- If the complaint involves employee misconduct, initiate disciplinary procedures according to company policy. - Document disciplinary actions taken.	- Create a detailed plan for responding to the customer, include apologies, explanations, corrective actions, and a commitment to improve. - Consider offering compensation or incentives.	- Review the proposed response plan and provide feedback or approval.	- Communicate the finalized response to the customer through their preferred channel (email, phone, letter, etc.). - Ensure the response is timely, professional, and addresses all aspects of the complaint.	- Close the complaint case after ensuring customer satisfaction. - Initiate follow-up actions to monitor customer satisfaction and provide additional support (if needed).
<b>Inputs</b>	Customer Complaint Form, including: - Customer Name - Customer Email - Customer Phone Number - Complaint Description	Completed Product Return Request Form	- Complaint Category - Related Products - Services or Policies in question	Case summary	Investigation report	Disciplinary Action Report	Response Plan	Approval Documentation	Official Response to Customer
<b>Outputs</b>	Completed Product Return Request Form	- Complaint Category - Related Products, Services or Policies in question	Case summary	Investigation report	Disciplinary Action Report	Response Plan	Approval Documentation	Official Response to Customer	Customer Satisfaction Rating
<b>Execution Guidelines</b>	- Promptly acknowledge receipt of the complaint/inquiry. - Gather complete details, including customer information. - Maintain a professional and	- If the complaint was received via channels other than the hotline, reach out to the customer (via phone, email, etc.) to verify and clarify details. - Provide immediate assistance if possible, or schedule a follow-up. - If a complaint, initiate an internal investigation process.	- Conduct thorough research and analysis of the complaint details. - Consult with relevant departments to gather insights and determine responsibility. - Document the investigation findings in a comprehensive report.	- Follow established disciplinary procedures for addressing employee misconduct. - Ensure fair and consistent application of company policies. - Document all actions taken for accountability and reference.	- Draft a comprehensive response addressing all aspects of the complaint. - Tailor the response to the specific customer and situation. - Ensure the response is professional, empathetic, and solution-oriented.	- Assess the response plan's adequacy, tone, and effectiveness in addressing the inconvenience caused. - Suggest revisions or modifications if needed. - Grant final approval for the response plan to be implemented.	- Deliver the response in a clear and concise manner. - Express empathy and apologize for any inconvenience caused. - Clearly explain the steps taken to resolve the issue and prevent future occurrences.	- Contact the customer to confirm their satisfaction with the resolution. - Schedule follow-up interactions to gauge ongoing satisfaction and address any further concerns. - Document the case closure and follow-up actions.	