

Complaint Management Process

Complaint

All complaints received are managed by Complaint Unit



Acknowledgement

All complaints are acknowledged within 24 hours on a working day



Investigation

Investigate and liaise with the relevant parties to resolve the complaint



Resolution

All complaints are resolved within 14 days and for complicated cases, complainant will be notified in writing on the need for an extension of time



Redress

Provide information on the relevant bodies to customers to pursue the next course of action