

LODGING COMPLAINTS PROCEDURES

1. The public may lodge a complaint through the following channel:
 - i. Sending a letter of complaint directly to:
**DIRECTOR OF MANAGEMENT SERVICES DEPARTMENT
MANAGEMENT SERVICES DEPARTMENT
BANGUNAN BAHIRAH,
JALAN MENTERI BESAR
BANDAR SERI BEGAWAN BB3910
NEGARA BRUNEI DARUSSALAM**
 - ii. Submitting complaint through MSD's Complaint / Suggestion Box which available at all District Offices;
 - iii. Come personally to MSD (*walk-in*) during working hours;
 - iv. Contacting MSD's personnel at (673) 2382063/4/5/6 or through its hotline number (673) 2382072 during working hours;
 - v. Sending an email at info.msd@msd.gov.bn or via fax at (673) 2382062.
2. Complaint must be clear and detailed which includes the possibility of attaching any documents supporting the complaint such as:
 - ◆ Copies of documents from concerned agencies (example: certificates, receipts, etc);
 - ◆ Any relevant printed images

3. Complainant must provide accurate and complete personal details such as:
 - ◆ Name;
 - ◆ Identity card number and colour;
 - ◆ Contact address;
 - ◆ Contact number (home / mobile / office);
 - ◆ Age;
 - ◆ Gender;
 - ◆ Occupation; and
 - ◆ Date of complaint
4. **Complainant who fail to provide an accurate and complete personal details will not be entertained;**
5. MSD's Complaint Form is downloadable at its official website at www.msd.gov.bn

**Management Services Department,
Prime Minister's Office
Bangunan Bahirah,
Jalan Menteri Besar
Bandar Seri Begawan BB3910
Negara Brunei Darussalam**

**Tel : (673) 2 382063 / 4 / 5 / 6
Fax : (673) 2 382062
E-mail : info.msd@msd.gov.bn**



**MANAGEMENT SERVICES DEPARTMENT
PRIME MINISTER'S OFFICE
NEGARA BRUNEI DARUSSALAM**

GUIDE TO LODGING A COMPLAINT ON GOVERNMENT SERVICE DELIVERY

OBJECTIVES

1. To ease the public in channeling complaints on services delivered by Government agencies;
2. To enable the public to evaluate the effectiveness of Government's service recovery and complaint handling system;
3. To ensure accountability of public services contribution towards enhancement of integrity, credibility and Government's image.

DEFINITION OF COMPLAINT

Complaint is an expression of public grievances towards Government service delivery including those unable to meet the Client's Charter Standard (Tekad Pemedulian Orang Ramai-TPOR) either in term of timeliness or quality of services.

TYPES OF COMPLAINTS

Management Services Department (MSD) handled various types of complaints on Government service delivery which include:

1. Services unable to meet their TPOR;
2. Late responses or no actions taken by Government agencies;
3. Inconsistent actions taken by Government agencies;
4. Poor implementation / enforcement of polices or laws;
5. Lack of coordination among departments of the same ministry;
6. Improper treatment / services rendered by public servants;
7. Poor quality services;
8. Lack of facilities or infrastructure; and
9. Other services-related complaints.

TYPES OF UNATTENDED COMPLAINTS

MSD **WILL NOT** entertain the following type of complaints

1. Matters related to judiciary or legislative;
2. Personal or family issues;
3. Matters related to private or non-government agencies.

CLIENT'S CHARTER (TEKAD PEMEDULIAN ORANG RAMAI) MANAGEMENT SERVICES DEPARTMENT PRIME MINISTER'S OFFICE

With the help and guidance of Allah Subhanahu Wata'ala, this Department pledges to provide / deliver customer-friendly, caring, efficient, precise, quality and safety services

No.	Type of Service	TPOR (Days)
1.	To issue feedback to the complainant from the date of receiving the complaint	
	i. Acknowledgement of Complaint	1
	ii. Letter of Investigation / Letter of Unattended Complaint	8
2.	To conduct investigation / contact the concerned agency after issuing Letter of Investigation to complainant	7
3.	To inform complainant about the completion of investigation after the final decision is made	7