



# **COMPLAINT HANDLING**

**PUBLIC COMPLAINT UNIT  
SERVICE DELIVERY DIVISION  
MANAGEMENT SERVICES DEPARTMENT  
PRIME MINISTERS OFFICE  
NEGARA BRUNEI DARUSSALAM**



# COMPLAINT HANDLING

## IMPORTANT

**Determine  
effectiveness of service  
recovery system**

**Ensure information on  
flawed services**



# WHAT IS A COMPLAINT

## ISO 10002:2004

- ◆ A complaint is an expression of dissatisfaction made to an organisation, related to its products, (services) or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected...



# LEVELS OF PROCESS

**3 LEVELS**





# PROCESS I

## 3 LEVELS OF PROCESS

Process I : Receiving complaints

Process II : Taking actions on complaints

Process III : Evaluation & Follow-Ups



- Facilities for complainants
- Handle by trained and efficient staff
- Complaint Record System
- Acknowledgment Letter to complainant



# PROCESS I CONT...

## 3 LEVELS OF PROCESS

**Process I : Receiving complaints**

**Process II : Taking actions on complaints**

**Process III : Evaluation & Follow-Ups**

- Information to be recorded in Complaint Record :
  - Complaint Serial No.
  - Date & time of complaint received
  - Complaint details (location, problems, time and date occur)
  - Complainant's information (name, address, contact details, etc)
  - Complaint source
  - Officer in-charge
  - Actions taken
  - Action Date
  - Completed Date



## PROCESS II

### 3 LEVELS OF PROCESS

Process I : Receiving complaints

Process II : Taking actions on complaints

Process III : Evaluation & Follow-Ups

- Complaints must be processed promptly
- Channel complaints to respective units / sections for recovery action
- Establish recovery action / Implement recovery system



# PROCESS III

## 3 LEVELS OF PROCESS

Process I : Receiving complaints

Process II : Taking actions on complaints

Process III : Evaluation & Follow-Ups



- Follow up and follow through
- Effectiveness and efficiency of response system need to be evaluated all the time
- Complaint handling report preparation





# COMPLAINT HANDLING REPORT

- Examine complaints annually – received / acted upon
- Review service recovery
- Benchmark of service's performance / achievement



# HOW TO HANDLE A RUDE CUSTOMER?

Stay...

Calm

Confident

Competent

“You are shouting and speaking rude to me. Please calm down and we discuss in calmly manner. If you not stop I will leave the room”.

(3 times)

# **MSD'S EXPERIENCE**



## ROLES OF MSD

As focal point  
since 1998

Complaints on  
service delivery

Permit to inspect /  
hold discussion /  
with relevant  
agencies at any time



# DEFINITION OF COMPLAINT

- An expression of public grievances towards Government services
  - Including those unable to meet the Client's Charter Standard (*Tekad Pemedulian Orang Ramai, TPOR*)
  - Timeliness or quality of services



# TYPES OF COMPLAINTS

- Delayed / no feedbacks / not acted upon
- Inconsistencies in actions
- Weak policy / law / enforcement
- Inconsistency of information being relayed between agencies within the same ministry
- Impolite public servants
- Quality of service not satisfactory
- Absence / lack of facilities / infrastructure
- Others issues related to service delivery



# TYPES OF UNATTENDED COMPLAINTS

- Judiciary or legislative;
- Personal or family matters; and
- Issue on private and non-government agencies



# COMPLAINT CATEGORIES

- **POLICIES / REGULATIONS / LAWS (PRL)**
  - Involved policies, acts, laws, regulations, stipulations and enforcements
  
- **SYSTEMS / PROCESSES / PROCEDURES (SPP)**
  - Techniques or workflows in processing applications, rendering services and executing tasks
  
- **SERVICE DELIVERY (SD)**
  - Quality of service delivery not satisfactory



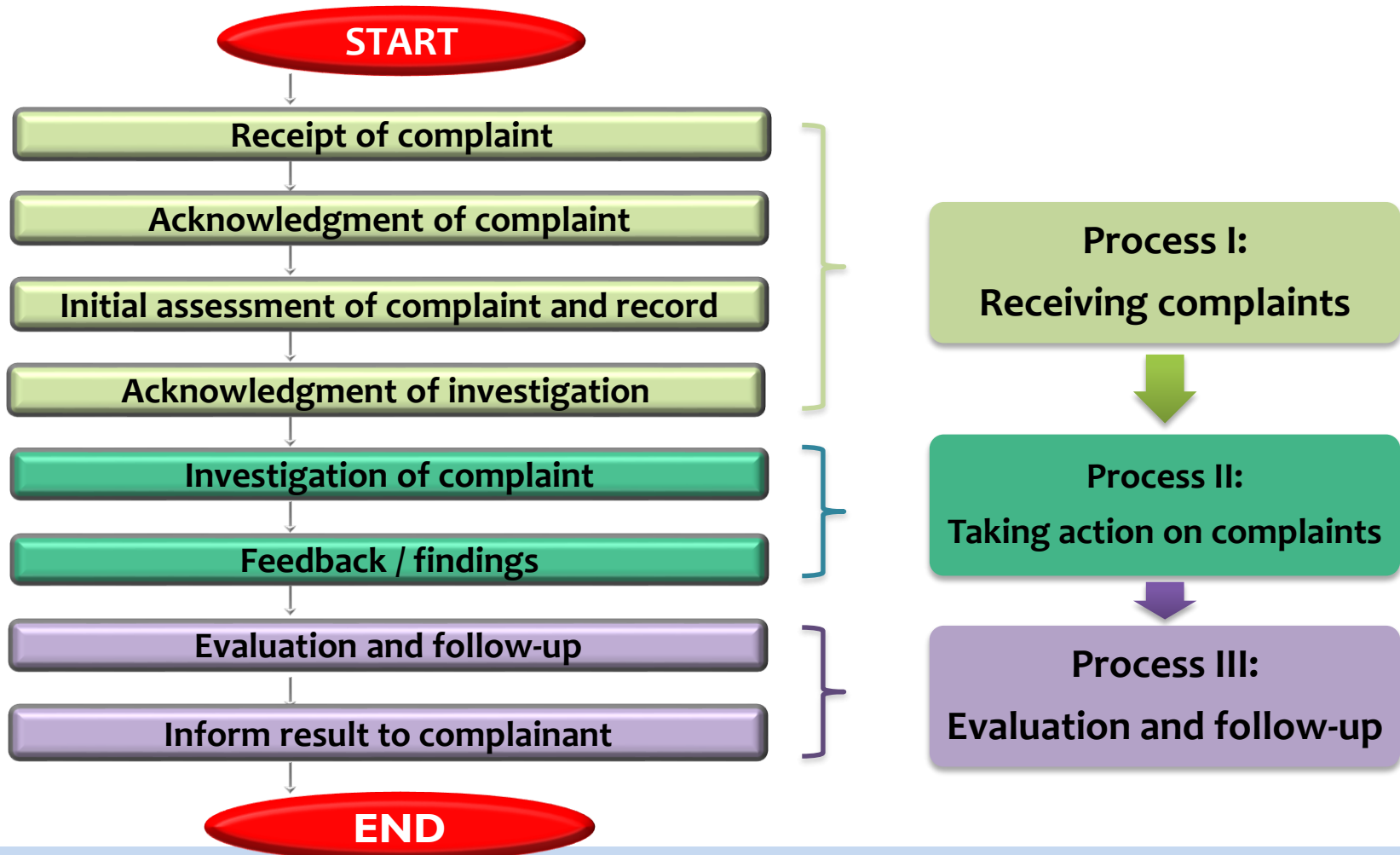


# COMPLAINT CATEGORIES CONT...

- **ORGANIZATION / HUMAN RESOURCE ADMINISTRATION (OHR)**
  - Public service affairs / workplace issues
  
- **INFRASTRUCTURES / FACILITIES / INCENTIVES (IFI)**
  - Facilities in the form of finance, privileges and assistance / developed infrastructure



# FLOW OF COMPLAINT HANDLING SYSTEM





# WRAP UP

- Complaint Handling are important
- Majority issues are related to policy / regulation / law and system / process / procedures



# THANK YOU

# والسلام

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