Standard Compalitn Handling Procedure

Complainant	AIBC Customer Service	AIBC Front liner	Complaint Manager	Customer Services or Complaint ower

Start

Experience Dissastfaction

Complaints

Send acknowledgement via email and apologize for the distress cauesd

Register Complaint

Gathering and recording of complaint deails.

Submit and Provide complaint reference #.

Receiver Notification

Check and review the complaint

Complaint is valid for action

Y | N

Examine, study and review

STAGE 1: FIRST RESPONCE RESOLUTON
- Apologize to customer
- Provide a solution

Is customer satisfied with the resolution

Y | N

Resolved & update complaint

Acknowledged action taken on complaint

Receiver Notification

Check and review the complaint

Complaint Action

N | Y

Cancel Complaint

STAGES 2: ESCALATION AND RE-INVESTIGATION

Re-assign

Re-evaluation of the fact available, adn provide report to the claim manager

Claim Manger, review and give his recommendation for submissaion to the customer

Is customer satisfied with the

Y | N

Medical

Resolved & update complaint

Acknowledged action taken on complaint

Raise Matter to DHA

Receiver Notification

Update the complaint (email or call)

Acknowledged update

Submit a customer survey Feedback

End