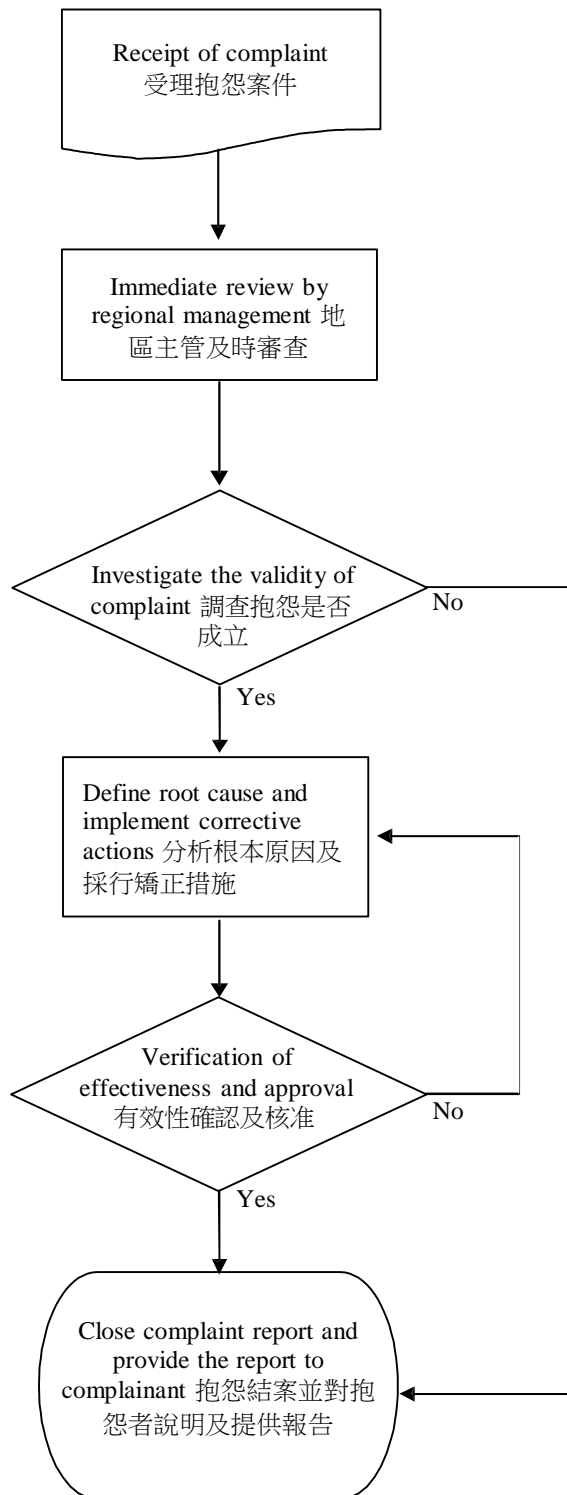




Customer Complaint Handling Process 客戶抱怨處理流程



When the complainant does not submit a documented complaint, the CSP should document the oral complaint
當抱怨者未能提供書面抱怨時，客服人員須記錄其口頭抱怨

Regional manager will review the complaint and assign personnel to investigate in 48 hours. 地區總經理於 48 小時內審查抱怨內容並指派人員調查

The individual(s) assigned for handling the complaint will be different from person related with the complaint 被指派處理抱怨的人員將有別於與抱怨內容相關的人員

The complainant will be advised the receipt of the complaint, the complaint-handling process, persons who engaged in the process, and provided reports. The confidentiality of the complainant and subject of the complaint will be safeguarded. 依進度向抱怨者說明抱怨是否受理，抱怨處理流程及負責人員，並在結案後提供報告。有關於提出抱怨者及抱怨內容的機密性將予以必要之保護