



IJN COLLEGE

WORK INSTRUCTION

TITLE:

CLIENT'S COMPLAINTS

DOCUMENT IDENTIFICATION:

IJNC-ADA-05

UNIT / DEPARTMENT / DIVISION:

IJN COLLEGE

EFFECTIVE DATE:


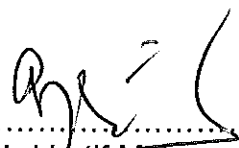
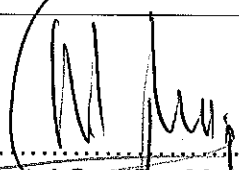
1 APRIL 2017

VERSION:

1

REVISION:

0

Prepared by	Reviewed by	Approved by
 Safarina Mohd Salleh Executive	 Abd Latif Mohamed Senior Manager	 Dato' Seri Dr. Mohd Azhari Yakub Chief Executive
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Work Instruction Title	Client's Complaints	Effective Date : 1 March 2017
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Amendment List

Date	Description of changes	Requested by	Approved by
		Name and designation	Name and designation

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1.0 Flow Chart

Process Flow	Responsibility	Document / Record
<pre> graph TD Start([Start]) --> Receive[Receive complaint] Receive --> WhichClient{Which Client?} WhichClient -- Student --> Genuine{Genuine?} WhichClient -- Non-student --> Genuine Genuine -- NO --> Reply1[Reply] Genuine -- YES --> Remedial[Remedial Action/Reply] Remedial --> Satisfied{Satisfied?} Satisfied -- YES --> Filling[Filling Document] Satisfied -- NO --> Review[2nd Review] Review --> Reply2[Reply] Reply2 --> Filling Reply1 --> Filling Filling --> End([End]) </pre>	<p>Executive/ academics</p> <p>Senior Manager/ Program Leader/ Coordinator</p> <p>Chief Executive/Senior Manager/ Program Leader/ Coordinator</p> <p>Examination Committee/ Board of Academic/Chief Executive</p> <p>Chief Executive</p> <p>Program Leader / Admin</p>	<p>Complaint Form/ note</p> <p>Complaint Form</p> <p>Letter/ Email</p> <p>Complaint File</p> <p>Complaint Form/ Programme File</p> <p>Programme File/ Student File</p>

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2.0 Work Instruction

- 2.1 A written complaint (from students or other clients) received by the College either through complaint form, complaint box or email shall be forwarded to Senior Manager for inter investigation.
- 2.2 The Senior Manager (with or without Program Leader/Coordinator) shall investigate the complaint to ensure the status either genuine or false.
- 2.3 If the complaint is genuine, the remedial action will be taken based on following matters;
- 2.3.1 Program – ensure College abide with the law and regulations set by College or the authorities.
- 2.3.2 Employee – in accordance to IJN's Employee's handbook.
- 2.3.3 Facility – ensure the facility is back to acceptable function.
- 2.3.4 For quality improvement – will consider to adopt the suggestions.
- 2.4 All written complaint shall be replied as follow;
- 2.4.1 The Chief Executive shall reply to any complaints for 2.3.1 and 2.3.2
- 2.4.2 The Senior Manager shall reply to any complaints for 2.3.3 and 2.3.4.
- 2.5 If the complainant (student) does not satisfy with the reply and/or remedial action, College shall form the Investigation Panel to re-look on the complaint. The Investigation Panel may comprises of the Examination Committee Members and/or Board of Academic Member.
- 2.6 The decision by the Investigation Panel are final.
- 2.7 All written complaints, written investigations, decision and reply to be documented and filed into Complaint File.

Related documents:

1. IJN College Student Handbook
2. IJN Employee's Hand Book
3. Akta 555, Akta Pendidikan Tinggi Swasta