

FEEDBACK MANAGEMENT PROCESS FLOW

CAPTURING CLIENT FEEDBACK

Capture feedback from various channels such as e-mail, letter, SMS, telephone call, social media, Client Feedback Form, Information Campaign Survey Form or in person.

Receiving staff endorses the feedback to Public Information and Communications Unit (PICU).

The PICU records the details of the feedback and action/s taken using the Feedback Action Sheet and FAS.

VALIDATION OF DATA / INFORMATION

The PICU acknowledges the feedback and promises to resolve it within the timescale:

- Live (in person/phone call) - within the day
- Correspondence (via feedback form, letter, e-mail, social media, etc.) - within 3 working days

The PICU will keep the client informed / updated if there are any delays in the resolution process, through e-mail, SMS, letter or phone.

RESOLVING THE FEEDBACK

The feedback is sent / submitted to the Executive Director's Office for appropriate action.

The Executive Director assigns accountable division/unit to resolve the feedback.

Assigned accountable division/unit submits the action / resolution to the Executive Director for review and approval prior to the implementation.

Approved action / resolution will be sent to client / complainant.

REPORTING THE FEEDBACK AND ACTION / RESOLUTION

The PICU submits feedback reports and recommendation through the Feedback Action Sheet, and a copy of the written response provided to the client for resolution to the Executive Director's Office.

If applicable, the PICU will follow-up with the sender to confirm that customers are satisfied with the response given to ensure fairness and clarify for CSAT.

Action / resolution is implemented by the process owner / concerned division/ unit.

The PICU updates the client feedback database and notes the item as resolved.

The PICU identifies trending issues and create an action plan to prevent recurrence. For any recurring feedback identified, corrective action commences per Control of Nonconformity Procedure.

All records obtained shall be filed and maintained according to the Control of Documented Information Procedure.