

## Client Procedure (CP) for Customer Complaints Management System

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## 1. Purpose and Objectives

The purpose of this procedure is to maintain control over customer/client complaints and accordingly implement solutions to provide the highest standards of customer service and ensure customer satisfaction and happiness.

## 2. Scope

This procedure applies to the receiving, processing and resolving complaints received only against PCFC staff and services or customers of PCFC who are violating PCFC regulations and standards.

The scope does not extend to fraud related matters or complaints received against external parties/other governmental bodies/non-customers of PCFC; however, wherever applicable, customers will be advised and directed accordingly. Internal complaints raised by PCFC employees are not covered in this procedure.

## 3. Definitions and Abbreviations

- 3.1 Customer - Individual or group concerned with or affected by the PCFC services/ performance as well as those who acquired services from all areas of PCFC jurisdiction.
- 3.2 Fraud Related Matters - are any international act committed to secure an unfair or unlawful gain including, but not limited to, fraud, corruption, misappropriation, theft

and other similar irregularities that reflect actual or potential violation (e.g. breach of professional conduct, accounting fraud and manipulation of financial statement for personal gain, misappropriation or misuse for funds/ suppliers or other assets...etc.)

3.3 CHE - Customer Happiness Executive

## 4. Procedure

### 4.1 Complaint Receiving Channels

4.1.1. Customers can register a complaint through various channels as below:

- Phone call – By dialling Telephone No 800990.
- Drop Box – By dropping the completed Complaint Form (CSC-SC-CF01a) in the drop box which are placed at reception areas in PCFC Business Units offices.
- Website/Mobile Site – Complaints can also be posted via PCFC website or Mobile site in the 'Contact Us' page. Simultaneously, an auto generated standard notification email (automated reply) is sent to the customer for confirmation of receipt.
- Email – The exclusive Email ID dedicated to PCFC Customer Happiness is [info@pcfc.ae](mailto:info@pcfc.ae) where customer can directly forward their complaint or mail the completed Complaint Form (CSC-SC-CF01a).

- Social Networks – Any complaints or dissatisfying statements highlighted on any social network channels, will be forwarded to be registered as complaint.
- Communicate the need to register a complaint to any of PCFC staff who shall direct the customer to the Customer Happiness Section to register the complaint.
- Others - PCFC welcomes any other channel or medium of communication for receiving complaints.

## 4.2 Complaint Registration and Closing

### 4.2.1. At the time while the customer is registering a complaint, customer:

- Should provide his/ her contact information for follow-up and closure purposes.
- May propose remedy for rectification of the registered complaint.
- Can request for confidentiality of his/ her information, complainant information will be kept with Customer Happiness section and will not be shared with any other party unless approval is obtained from complainant.

4.2.2. Once the complaint is registered, PCFC – CHE shall evaluate the complaint. In case of missing information or clarification/ supporting documents required, CHE will contact the complainant to understand the nature of the complaint and capture any missing details required to be completed prior to complaint validation process.

4.2.3. According to the previous evaluation, PCFC – CHE shall verify validity of the

complaint related to relevance, nature of the complaint, jurisdiction and

accordingly:

- If the complaint is found to be Valid to PCFC, CHE will send acknowledgment confirmation email to the complainant with the complaint reference/tracking number, to ensure traceability of status of complaint.
- If the complaint is found to be Invalid to PCFC, CHE should acknowledge the complainant clearly the reason for complaint invalidity and may guide the complainant to contact the relevant authorities for necessary resolution (where possible).

4.2.4. PCFC concerned business department will conduct an assessment/investigation on

the issue and accordingly define the root cause and identify appropriate action

plan to resolve the complaint.

4.2.5. Once the complaint is resolved and corrective actions are completed, PCFC – CHE

will contact the complainant through phone to inform him/her with the resolution

of the complaint and ask for his/her satisfaction to close the complaint.

4.2.6. If the complainant is satisfied, PCFC – CHE will send an email to the complainant

request him/her to fill up the attached Feedback Form to evaluate his/her

satisfaction and happiness level on the entire process of customer complaint

management system.

4.2.7. Complainant is required to respond with his/ her feedback. If no response or confirmation is received by email from the complainant, the complaint will be closed after 3 working days from sending the closure email.

4.2.8. If the complainant is not satisfied with the provided resolution, complainant can raise grievance (refer to Grievance section 4.3 of this procedure)

#### 4.3 Obtain Feedback on the Status of Complaint (Complaint Follow-up)

PCFC CHE will keep the complainant updated on the status of the complaint and will strive for closing the complaints as per the stipulated timelines provided in Service Completion Time (mentioned below in this procedure).

However, in case complaint in need to check the status of a complaint, complainant can communicate PCFC - Customer Happiness section using:

- Phone: By dialling Telephone No 800990.
- Email: The exclusive Email ID dedicated to PCFC Customer Happiness Section is [info@pcfc.ae](mailto:info@pcfc.ae).

#### 4.4 Complaint Grievance

4.4.1. If the complainant is not satisfied with the provided resolution, he /she will be given an option to raise grievance by communicating with PCFC – CHE and provide a full details of the reason for recording a grievance.

4.4.2. If a grievance is recorded, then complaint will be forwarded to a higher level of authority for evaluation and investigation.

4.4.3. The grievance resolution should be declared by the higher authority and communicated to complainant through PCFC - CHE. This resolution is considered as a final closure to the complaint.

## 5. Service Completion Time

	Service	Completion Time
5.1	Time taken to acknowledge customer about the validity of the registered complaint (from the date of receiving the complaint).	2 Working Days
5.2	Time taken to acknowledge complainant with the resolution of the complaint of the complaint (from the date of validating the complaint).	14 Working Days
5.3	Time taken to close the complaint in case no response from complainant (from the date of communicating compliant resolution)	3 Working Days
5.4	Time taken to acknowledge complainant with final closure of grievance (form the date of recording a grievance)	4 Working Days



## 6. Service Fees

	Service	Fees (AED)
6.1	Register a complaint/ grievance or request for compliant follow-up	Free of charge

## 7. Related Documents/ Forms

7.1.(CSC-SC-CF-01a), Complaint Form.

7.2.(CSC-SC-SF-02a), Customer Feedback Questionnaire.

## 8. Applicable References and Regulations

8.1.ISO10002:2018, Complaint Management System.

8.2.ISO90001:2015, Quality Management System

## 9. Process Workflow