

BUSINESS PROCESS RE- ENGINEERING

RESOLUTION OF COMPLAINTS MAPPING

Current processes we employ:

- Through email
- Physical visits
- Telephone calls
- letters
- Feedback form

TO-BE Process Activity Map for Resolution of Public complaints.

Step	Activity	NO. of days	Actor
1.	Receiving, registration and acknowledge receipt of complaints Forward the complaint to the complaint handling committee for action	1	Customer service officer
2.	Receives the complaints and convenes a meeting	1	Chair of Complaints handling committee
3.	Holds a meeting to discuss the complaint	1	Complaints handling meeting
<i>*Complaints may be resolved at this step and move to step 6..</i>			
4.	Investigation of the complaints Forwarding the findings to the Committee	7	Head of Department

5.	Convene and hold meeting to come up with recommendations	1	Chair of the complaints handling committee
6.	Forwarding the recommendations to the CEO	1	Chair of the complaints handling committee
7.	Prepare response in the form of letter/email to the complainant.	1	Chair of the Complaints Handling Committee
8.	Signing of the response letter	1	CEO
9.	Dispatch of the letter		Records management officer
Total no. of days		14	

