



TITLE:	HANDLING CUSTOMER COMPLAINTS PROCEDURE	Date of Revision: -
---------------	-----------------------------------------------	------------------------

I. OBJECTIVE

This procedure describes the process of handling customer complaints in an effective and efficient system.

II. SCOPE

This procedure covers the receiving, processing, and job accomplishments to all kinds of customer complaints.

III. DEFINITION OF TERMS

- A. CLC (Customer’s Ledger Card) - A list of Customer’s account to effectively keep track his/her different transactions with CKWD.
- B. CSA (Customer Service Assistant) - A well-trained frontline staff who has direct interaction with the customers specifically on handling inquiries, complaints and responsibly provides assistance.
- C. CW (Customer Welfare) - A customer care section responsible for the receiving, processing and providing speedy resolution of customer complaints or concerns.
- D. DB (Data Base) - A software application where customer’s information or transactions are stored and organized so that it can be easily accessed, managed and updated.
- E. MC (Maintenance Crew) - A team of technically well-trained CKWD plumbers who will perform the necessary service requests.
- F. MO/SR (Maintenance Order/Service Request) - Form issued to plumbers defining the specific work to be accomplished and serves as accomplishment monitoring tool.
- G. RIS (Requisition and Issue Slip) - Form used to withdraw materials.
- H. WMM (Water Maintenance Man) - Person in-charge in the dispatching of maintenance order/service request.

IV. REFERENCE DOCUMENTS

- A. Citizen’s Charter

V. RESPONSIBILITY AND AUTHORITY

- A. Division Manager shall be responsible for:
 - V.A.1 Supervising the entire customer care section
 - V.A.2 Deciding on matters that cannot be resolved by the Customer Service Assistants
- B. Customer Service Assistant shall be responsible for:
 - V.A.1 Receiving, processing and evaluating Customer’s Complaints
 - V.A.2 Preparation of Maintenance Order/Service Request
 - V.A.3 Dispatching the MO/SR to the maintenance crew
 - V.A.4 Filing of necessary documents and MO/SR
- C. Water Maintenance Man shall be responsible for:
 - V.C.1 Conducting the actual survey
 - V.C.2 Determining the appropriate actions to be taken
 - V.C.3 Performing the necessary work to be done

This document is updated and controlled if it bears the red “CONTROLLED COPY” stamp. Otherwise, please refer to the Document Control Center (DCC) for updated copy.	Registration Date:	-
	Distribution Date:	-
	Page Number:	Page 1 of 3



TITLE:	HANDLING CUSTOMER COMPLAINTS PROCEDURE	Date of Revision: -
--------	-----------------------------------------------	------------------------

VI. **PROCEDURE DETAILS**

A. **Handling Customer Complaints Procedure**

Process Flow	In-charge	Process Description	Records
Start			
↓ Receive Complaints/Inquiries	CSA	Shall receive complaints and/or inquiries from the customers.	Water Bill
↓ Verify Customer's Account	CSA	Shall ask for the account name and exact address for thorough verification then decide on the possible action to be taken.	Water Bill /Data base
↓ Process Service Request	CSA	Shall prepare and generate Maintenance Order/ Service Request	Maintenance Order / Service Request
↓ Dispatch Service Request	WMM-B	Shall dispatch the Maintenance Order/Service Request to the assigned maintenance crew	Maintenance Order / Service Request
↓ Issuance of materials	Warehouse Man	Shall release specific materials and prepare materials pass slip for counter checking by the guard-on-duty	RIS & Materials Pass Slip
↓ Perform the service request	Maintenance Crew	Shall proceed to the reported location, perform the necessary service and let the customer conform with the performed task	Maintenance Order / Service Request
↓ Update job accomplishment report to	WMM-B	Shall post job accomplishment to Customer's ledger and file the MO/SR for reference	Maintenance Order / Service Request
↓ End			

This document is updated and controlled if it bears the red "CONTROLLED COPY" stamp. Otherwise, please refer to the Document Control Center (DCC) for updated copy.

Registration Date:	-
Distribution Date:	-
Page Number:	Page 2 of 3



Republic of the Philippines
City of Koronadal Water District

Block I, Casa Subd., Zone III,
City of Koronadal, South Cotabato

DOC ID No.:
CKWD-QP-CASD-003

Date of Issuance:
MM-DD-YYYY

Division/Section:
COMMERCIAL

Revision No.:
0

TITLE:

HANDLING CUSTOMER COMPLAINTS PROCEDURE

Date of Revision:
-

B. Reports

Reports	Frequency	Responsible
MO/SR	Daily	CSA/WMM

This document is updated and controlled if it bears the red "CONTROLLED COPY" stamp. Otherwise, please refer to the Document Control Center (DCC) for updated copy.

Registration Date: -

Distribution Date: -

Page Number: Page 3 of 3