

Processing a complaint:

Source: Designed by Fatimah Aly

- When a customer is dissatisfied, he/she is able to submit a complaint via email or phone.
- After the complaint has been detected, it can be resolved by checking if there are prior entries meeting the same problem description.
- If there are prior entries concerning the same problem, the service takes action and solves the problem. If not, it can be forwarded to service and support.

