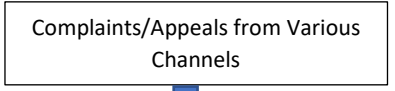
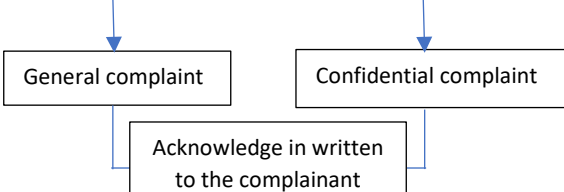
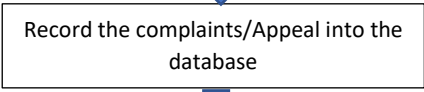
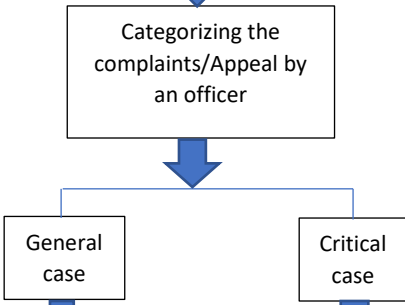
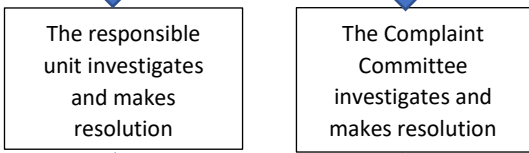
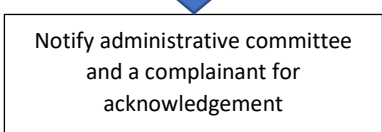
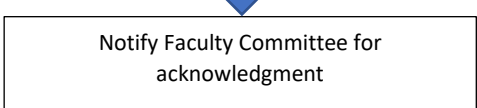
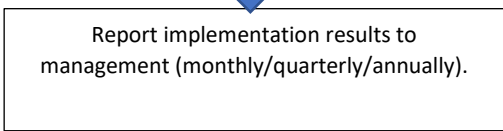


Steps	Flowchart	Time Frame	Responsible Unit
1. Receive feedback through Various Channels	 <pre> graph TD A[Complaints/Appeals from Various Channels] --> B[General complaint] A --> C[Confidential complaint] </pre>	5 Mins	Feedback & Complaint Management
2. Submit Feedback or Complaints to the Complaint Management Committee	 <pre> graph TD B --> D[Acknowledge in written to the complainant] C --> D </pre>	5 Mins	Secretary of the Complaint Management Committee
3. Registration in the Comments and Complaints Database system	 <pre> graph TD D --> E[Record the complaints/Appeal into the database] </pre>	5 Mins	Secretary of the Complaint Management Committee
<p>4. Issue Analysis</p> <p>-General Case: forward to relevant unit and notify complainant within 15 days</p> <p>-Critical Case: Refer to Compliant Management Committee for review</p>	 <pre> graph TD E --> F[Categorizing the complaints/Appeal by an officer] F --> G[General case] F --> H[Critical case] </pre>	Within 15 Days	<p>Relevant unit heads e.g.</p> <ul style="list-style-type: none"> • Head of Student Affairs Division • Head of Department • Head of Secretariat Office • Director of [the] Center
5. Responsible unit acts and submits report	 <pre> graph TD G --> I[The responsible unit investigates and makes resolution] H --> J[The Complaint Committee investigates and makes resolution] </pre>	Within 15 Days	Unit under complaint
6. Notify committee for acknowledgement/review/closure	 <pre> graph TD I --> K[Notify administrative committee and a complainant for acknowledgement] J --> K </pre>		Feedback and Complaints Unit and Complaint Committee
7. Summarize and report to management	 <pre> graph TD K --> L[Notify Faculty Committee for acknowledgment] </pre>		Feedback and Complaints Unit and Complaint Committee
8. Monitor implementation and report outcome	 <pre> graph TD L --> M[Report implementation results to management (monthly/quarterly/annually).] </pre>		Feedback and Complaints Unit and Complaint Committee