

Complaint Management Flowchart Faculty of Architecture, Art and Design

Workflow	Flow Chart	Responsible Person
1. Receive feedback and complaints through various channels	Receive complaints through various channels	Secretary of the Complaint Management Committee
2. Forward feedback and complaints to the responsible parties and submit the matter to the Complaint Management Committee	General Complaints Within 30 days Urgent Complaint Within 1–2 days Suggestions Take action immediately or in accordance with the unit's procedures. - Facilities - Wi-Fi Connectivity - Teaching and Learning - Staff Services - Physical or Psychological Abuse - Physical Health / Mental Well-being Additional Facilities	General Complaints - Head of the Faculty Secretariat Office - Head of the Facilities Unit - Head of the Information Technology - Head of the Academic Services Unit - Head of the Faculty Secretariat Office - Head of the Human Resources Unit Urgent Complaints The Complaint Management Committee convenes an urgent meeting. Suggestions For students: Head of the Student Affairs Unit For personnel: Head of the Human Resources Unit
3. Analyze the complaint issues	Provide Feedback / Close the Case Analyze the Issue Complex and Serious Case Not a Complaint Complaint File an Appeal Provide an initial response to the complainant within 15 days. Forward the matter to the relevant unit for consideration and action. Refer the case to the Complaint Management Committee for consideration and mediation.	Complaint Management Committee
4. The responsible unit takes action and reports the results	The responsible unit takes action and reports the results.	The concerned unit or the the person being complained about
5. Notify the Committee for acknowledgement, consideration, or case closure	Notify the complainant and the responsible unit. Notify the Complaint Management Committee for acknowledgement, consideration, or case closure. Close the Case / Continue Processing	Complaint Management Committee
6. Summarize the results and submit a report to the management	Notify the Faculty Committee for acknowledgement.	Complaint Management Committee
7. Monitor the implementation and report the results	Monitor the progress of implementation and prepare periodic summary reports (monthly, quarterly, and annually).	Complaint Management Committee