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AMENDMENT RECORDS

No.	Date	Remarks	Revision No.	Approved by
1	03/04/14	Establishment	00	Director, CQA
2	11/10/22	Review on item 7.0 Description	01	Director, CQA
3	30/01/24	Review on item 1.0 Objective; 6.0 Procedure; 7.0 Description; and 8.0 Records	02	Director, CQA
4	19/07/24	Review on abbreviations, numbering of responsibility, flow chart, descriptions and records	03	Director, CQA
5	27/09/24	Review on PIC of the process in step 1.3 and 2.1	04	Director, CQA
6	18/10/24	Review on 6.0 Procedure; 7.0 Description	05	Director, CQA

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1.0 OBJECTIVE

The objective of this SOP is to ensure that output/services that do not conform to their requirements are identified and controlled to meet customer satisfaction within 7 working days.

2.0 SCOPE

This scope of this SOP applies to QMS and all activities during internal processing or after delivering services to customers.

3.0 REFERENCES

ISO 9001:2015 – Quality Management System

4.0 DEFINITIONS / ABBREVIATIONS

CAR	:	Corrective Action Request
CQA	:	Centre for Quality Assurance
HoD	:	Head of Department
QMS	:	Quality Management System
SDSC	:	Student Development & Services Centre
SOP	:	Standard Operating Procedure
UTS	:	University of Technology Sarawak

5.0 RESPONSIBILITY

- 5.1 The Director of CQA is responsible to ensure that this SOP is adhered to.
- 5.2 Dean and HOD are responsible to follow and adhere to this SOP.
- 5.3 All employees are responsible to follow and adhere to this SOP.

6.0 PROCEDURE

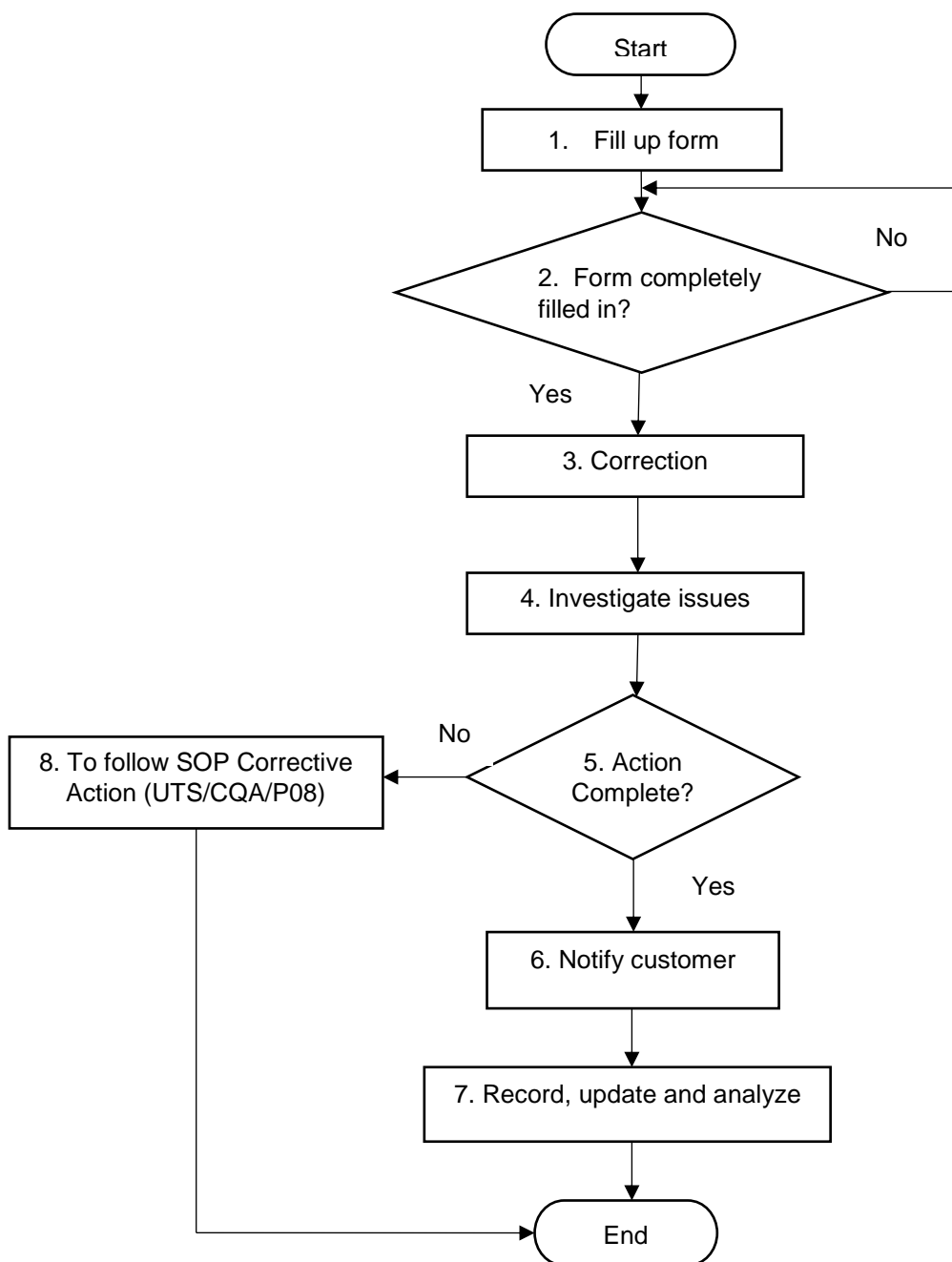
- 6.1 Refer to the process flow chart.




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7.0 DESCRIPTION

No	Description	Person in Charge	Document		
1	<p>Filling in Customer Complaint Form.</p> <p>1.1 Customer to fill in <i>UTS Student Feedback and Complaint Form</i> (https://forms.gle/Br59Kf2Ls4kWPRHq7).</p> <p>1.2 SDSC to disseminate the complaint form to respective school/ department/ PIC.</p> <p>1.3 School/ department administrator receives the form, registers and records it accordingly in the Customer Complaint Log.</p> <p>1.4 Guideline of numbering the complaint:</p> <table border="1"><tr><td>Complaint No.</td><td>Department's/ School's abbreviation: CQA C: Complaint 001: Use of 3 digits for serializing the complaint starting with '001' e.g. CQA-C001</td></tr></table>	Complaint No.	Department's/ School's abbreviation: CQA C: Complaint 001: Use of 3 digits for serializing the complaint starting with '001' e.g. CQA-C001	<p>SDSC</p> <p>Involve personnel</p> <p>Dean</p> <p>HoD</p> <p>School/ department administrator</p>	<p>UTS Student Feedback and Complaint Form (https://forms.gle/Br59Kf2Ls4kWPRHq7).</p> <p>Customer Complaint Log</p>
Complaint No.	Department's/ School's abbreviation: CQA C: Complaint 001: Use of 3 digits for serializing the complaint starting with '001' e.g. CQA-C001				
2	<p>Form completes?</p> <p>2.1 If yes, proceed to No. 3.</p>	<p>SDSC</p> <p>Dean</p> <p>HoD</p>	<p>UTS Student Feedback and Complaint Form (https://forms.gle/Br59Kf2Ls4kWPRHq7).</p> <p>Customer Complaint Log</p>		

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	<ul style="list-style-type: none"> School/ department administrator to proceed with investigation of the complaint. <p>2.2 If no, school/ department administrator is required to request additional information to proceed with rectification of complaint.</p>	School/ department administrator	
3	<p>Correction.</p> <p>3.1 Immediate action need to done by PIC and proceed to no 6.</p> <p>3.2 SDSC to forward the complaint to the respective school/ department and proceed to no. 4.</p>	SDSC	UTS Student Feedback and Complaint Form (https://forms.gle/Br59Kf2Ls4kWPRHq7).
4	<p>Investigation.</p> <p>4.1 The responsible school/ department to carry out proper investigation within 7 working days.</p>	<p>Relevant school / department</p> <p>HoD</p> <p>Dean</p>	<p>UTS Student Feedback and Complaint Form (https://forms.gle/Br59Kf2Ls4kWPRHq7).</p> <p>Customer Complaint Log</p>
5	<p>Action Complete?</p> <p>4.1 If yes, proceed to No. 5.</p> <p>4.2 If no, proceed to No. 7.</p>	Relevant school/ department	
6	<p>Notification to customer.</p> <p>6.1 School/ department administrator to notify the customer the outcome of the investigation within 7 working days after the investigation / meeting (if required) is completed.</p>	Relevant school / department	

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7	Update of record. 7.1 School/ department administrator to update, record and filing the customer complaint log.	School/ department administrator	Customer Complaint Log
8	To follow SOP Corrective Action (UTS/CQA/P08). 8.1 Corrective action form is issued under one of the followings: i. Seriousness of the problem, e.g.: <ul style="list-style-type: none"> affecting the income of University affecting the University reputation ii. Any matters related to safety. iii. Repetition of at least two times of the same problem / similar issue. iv. Directive from top management.	Relevant school /department	SOP SOP Corrective Action (UTS/CQA/P08) Corrective Action Request (UTS-CQA-P08-CAR)

8.0 RECORDS

No	Title / Records	Location / Responsibility	Retention Period
1	UTS Student Feedback and Complaint Form (https://forms.gle/Br59Kf2Ls4kWPRHq7).	Cloud School Department SDSC	3 years
2	Customer Complaint Log	Cloud School Department SDSC	3 years
3	Corrective Action Request (UTS-CQA-P08-CAR)	School Department	3 years