

Complaint Procedure Training Draft

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Goal of the document

- To provide a simple description of complaint register, tracking and resolution
- This document will benefit users and service provider staff etc.

Overview of process

Step 1: User Registers Complaint

User activity

<http://chisti.ee.iitb.ac.in/complaint/>

Step 2: Work Assignment by Sr. Engineer

Service provider driven

Assign to Jr. Engineer

Step 3: Work Completion: Jr. Engineer

Service provider driven with **some coordination with User** for site access/discussions

I. Create job plan

II. Get work completed

III. Check completion

IV. Close on website

Step 4. Sign-off

User activity

1. User gets auto-notification

2. User can add comments / reopen if unsatisfied

For user coordination with service providers, user (e.g. departments or staff) may assign a point of contact if personally unavailable

Step 1: User Registers Complaint

<http://chisti.ee.iitb.ac.in/complaint/>

The screenshot shows a web browser window with the URL chisti.ee.iitb.ac.in/complaint/. The page title is "SUPPORT CENTER Support Ticket System". The navigation menu includes "Support Center Home", "Open New Ticket", "Check Ticket Status", "Reports & Policy", and "About Us". The main content area has a heading "Welcome to the Support Center" and a paragraph explaining the support ticket system. Below this, there are two main sections: "Open A New Ticket" and "Check Ticket Status". The "Open A New Ticket" section has a green button labeled "Open a New Ticket" which is circled in red. The "Check Ticket Status" section has a blue button labeled "Check Ticket Status". A large red arrow points from a text box at the bottom right to the "Open a New Ticket" button.

Support Center Home Open New Ticket Check Ticket Status Reports & Policy About Us

Welcome to the Support Center

In order to streamline support requests and better serve you, we utilize a support ticket system. Every support request is assigned a unique ticket number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your support requests. A valid email address is required to submit a ticket.

1st Report - July 2014

Open A New Ticket

Please provide as much detail as possible so we can best assist you. To update a previously submitted ticket, please login.

Open a New Ticket

Check Ticket Status

We provide archives and history of all your current and past support requests complete with responses.

Check Ticket Status

Step 0. Click on "Open a New Ticket"

SUPPORT CENTER

Support Ticket System

Open a New Ticket

Please fill in the form below to open a new ticket.

Help Topic:

Your Information

Email Address:
Full Name:
Phone Number: Ext:

Ticket Details

Please Describe Your Issue

Department/Building:
Location:
User Phone no.: Ext:
Issue Summary:

Issue Details:

Details on the reason(s) for opening the ticket. Draft Saved

Attachments: No file chosen

Priority Level:

Step 1. Assign to Estate, Electrical, AC, etc

Step 2. Fill Your Info

Step 3. Fill location, Issue, Details

Step 4. Click on "create"

Step 2: Work Assignment by Sr. Engineer

Assign to Jr. Engineer

Assignment is done based on expertise and / or location

Step 3: Work Completion: Jr. Engineer

I. Create job plan

II. Get work completed

III. Check completion

IV. Close on website

(I). Creating a plan may involve the following

1. Site visit (**coordinate with user**)
2. Create Specification
3. Proposing solution based on available engineering/ experience
4. Create team needed
5. Obtain resources
6. Develop a timeline
7. Explain work to team

If the work requires team outside group (e.g. for AC installation, AC need help from estate office) , then

1. Meet with appropriate person
2. Agree on task, specs and coordination / timelines
3. If major work, assign a ticket

You may add documents on plan in the complaint as progress

(II). To get work done

1. To get access to site (**coordinate with user**)
2. Execute the plan
3. If plans change, immediately inform the team as needed and re-plan ASAP

(III). To check completion

1. Record any issues with work execution
2. Measure performance achieved and compare with specification if possible
3. Record the specification

(III). To close on website

1. Close complaint when specifications are met or complaint is resolved
2. Provide comments on issues faced if any

The following [checklist](#) may be used

Step 4. Sign-off

1. User gets auto-notification

2. User can add comments / reopen if unsatisfied

Summary

- A simple procedure for of complaint register, and resolution tracking is described.