

This document provides a comprehensive process of managing functions of Consumer Complaint in Self-Care Portal of eService for AITI customers.

User Guide for SCP Consumer Complaint AITI eServices

Revision History

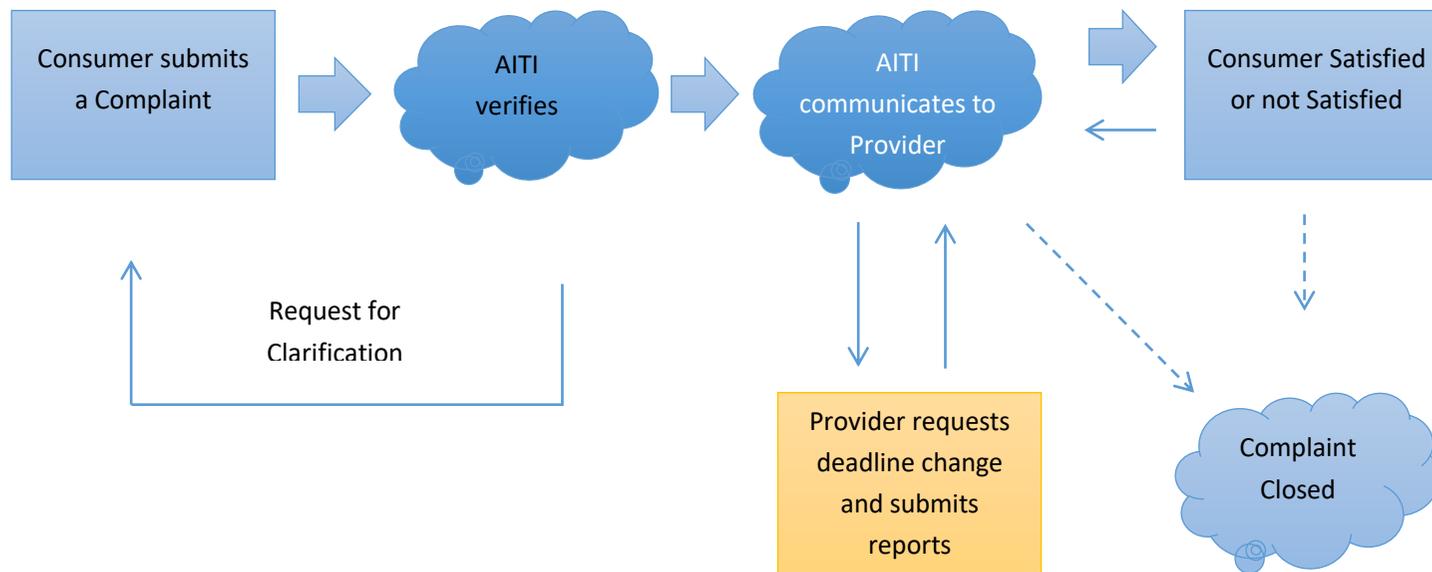
Version	Revision Date	Summary of Changes	Changes Marked

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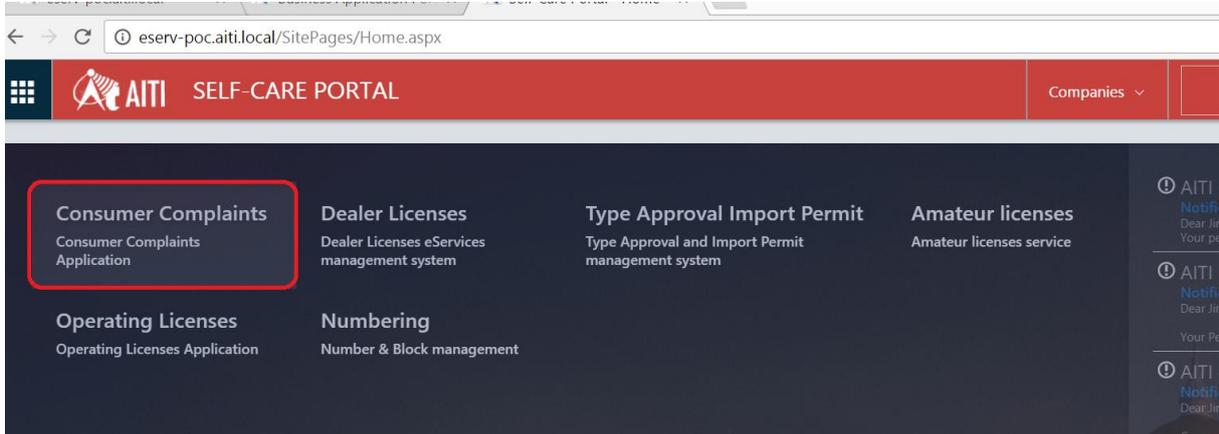
1 CONSUMER COMPLAINT WORKFLOW

AITI customers can submit complaints on eService following the workflow below. After submission of the complaint, AITI shall review your complaint(s), and start communicate with you to resolve the issues.



2 SUBMIT AND MONITOR COMPLAINT

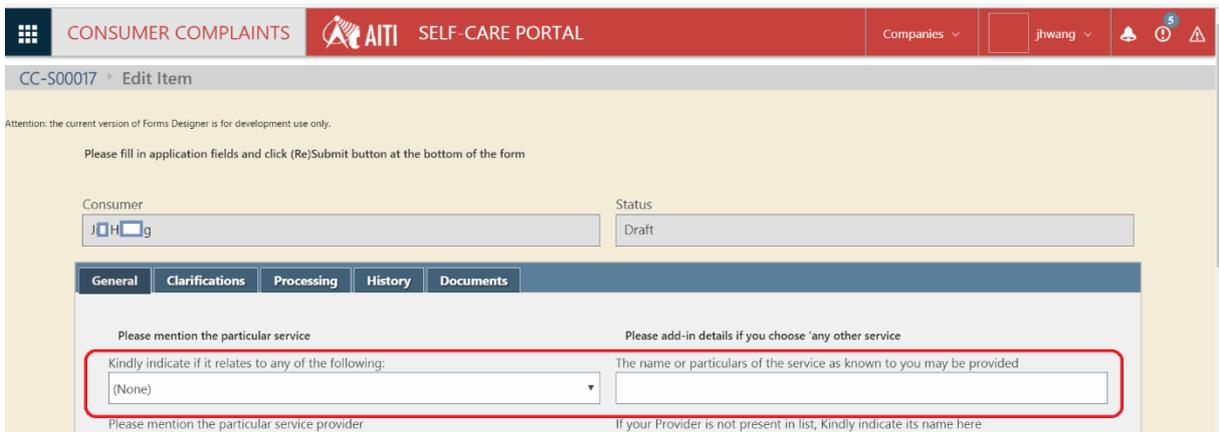
a) Login SCP to access Consumer Complaint module.



b) Click New Complaint tile to open the complaint registration form.



c) Select Service by clicking a dropdown arrow. If you cannot find a matching service in the list, specify the service in the field next to the service selection.



- d) Select **Service Provider** that causes the issue by clicking the dropdown arrow. If you cannot find a matching service provider in the list, please specify it in the field next to the service provide list.

The screenshot shows the AITI Self-Care Portal interface. At the top, there is a navigation bar with 'CONSUMER COMPLAINTS' and 'AITI SELF-CARE PORTAL'. Below this, the user's name 'jhwang' and other icons are visible. The main content area shows a complaint form for 'CC-S00017'. The form includes fields for 'Consumer' (J.H.g) and 'Status' (Draft). There are tabs for 'General', 'Clarifications', 'Processing', 'History', and 'Documents'. The 'General' tab is active, showing two columns of input fields. The first column has a dropdown menu for 'Please mention the particular service' with '(None)' selected. The second column has a text input field for 'Please add-in details if you choose any other service'. Below these, there is another dropdown menu for 'Please mention the particular service provider' with '(None)' selected, and a text input field for 'If your Provider is not present in list, Kindly indicate its name here'. This entire section is highlighted with a red box.

- e) Please provide us the details of the issues/concerns you have in the field below.

The screenshot shows the same AITI Self-Care Portal interface as above. The 'General' tab is active, and the form is showing the 'Please list out your concerns one by one' section. This section contains a large text area for providing details of concerns, with the instruction: 'Kindly provide the summary of concerns you are facing. Please include details such as date, time, location, current subscription'. This text area is highlighted with a red box.

- f) Please provide us if you have received any reference to your complaint from the service provider.

SCP Consumer Complaint

Please list out your concerns one by one

Kindly provide the summary of concerns you are facing. Please include details such as date, time, location, current subscription

Please mention about response available by the service provider

Kindly include the complaint number or other reference information provided by the service provider along with the dates

Please mention the date when you submitted the complaint to the service provider

Kindly mention the most recent date when you submitted the complaint

- g) Please select the date of the latest contact to provider and the response received from the provider if any.

Kindly include the complaint number or other reference information provided by the service provider along with the dates

Please mention the date when you submitted the complaint to the service provider

Kindly mention the most recent date when you submitted the complaint

00: ▾ 00 ▾

Please mention the date of the last response available from the service provider

Kindly mention the date when the concerned service provider has last responded on the current complaint

00: ▾ 00 ▾

Any relevant information may be provided here

- h) Click **(Re)Submit**, when you finish entering the required information.

Any relevant information may be provided here

Additional Info

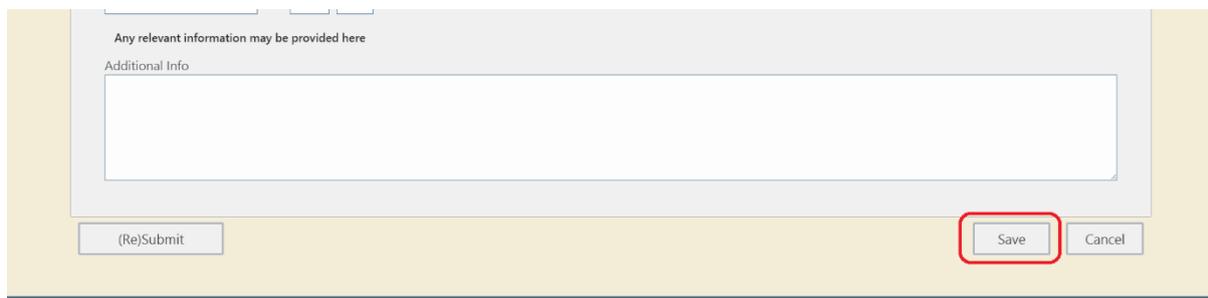
(Re)Submit

Save

Cancel

- i) You may save it as a draft by clicking **Save** button and it will allow you to finalise the complaint later when you are ready.

SCP Consumer Complaint



Note: if the information provided in the form needs more information or clarification, AITI may request a clarification.

- j) Once the application is accepted, the status will be updated to **Processing**. You will receive a notification of the updated status.
- k) The accepted date field of the complaint is updated to the date of application accepted by AITI. The AITI process time will be also indicated and you will find it in the **Deadline Date**. When Status of your Complaint changes, you will receive a notification.

Note: If AITI finds the service provider you specified is not the one causing the issue, AITI will contact you to clarify.

In this case, AITI may close your complaint or convert it to Feedback. You will be notified the action taken by AITI.

Monitor your complaint status in my complaints list as well.

*Also, check **AITI Actions** section on **Processing** tab of the complaint form, where AITI tracks their activities regarding the complaint.*

- l) When AITI completes their required actions to resolve the issues, the complaint will be closed.
- m) AITI will request you to provide them your feedback on their resolution provided to your complain.

3 TELCO COMPLAINT PROCESS

This process is for telecom operators only.

Consumers may submit a complaint about activities of telecom operators.

When such complaint(s) are received, AITI will notify the telecom operator(s) about the complaint(s). Once this notification is sent, the complaint deadline will be scheduled and the operator has to submit a report before the deadline. The operator may request a deadline extension.

- a) Login SCP as a Company Account Representative and access to Consumer Complaints module.
- b) Check complaint(s) assigned to your company.

SCP Consumer Complaint

- c) Open complaint(s) to review the details.
- d) To request deadline change, go to 'Processing' tab of the complaint form. Click **Add new...** link under deadline request list. Provide your reasons of extension and set desired deadline date. **Save** the record, and confirm the details in the list.
- e) You will be notified the decision made by AITI on your extension request. If AITI approves your request, the status will change to **Approved** and the deadline will change to the date you requested. If AITI rejects your request, the status will change to **Rejected**.

Note: Your deadline requests will not be disclosed and treated as confidential information.

- f) Submit your report by deadline. Go to **Processing** tab of the complaint form.
- g) Click **Add new...** link under reports list. Complete your report and **Save**. The list will be updated accordingly.
- h) You will be notified the decision made by AITI on your report.
- i) Wait for AITI decision, you will be notified on it. If AITI approves your report, the status will change to **Approved**. If AITI rejects your report, the status will change to **Rejected**.

Note: Your report(s) will not be disclosed and treated as confidential information.

- j) When AITI considers the complaint process is completed, AITI will request you to provide them your feedback on their resolution provided to your complain.

4 PROVIDE FEEDBACK ON COMPLAINTS RESOLUTION

- a) When AITI requests you to provide them a feedback, you will receive a notification.
- b) Login SCP to access Consumer Complaint module. Your complaint status will be **Awaiting Feedback**.
- c) Open the complaint form, check AITI actions under **Processing** tab.
- d) Please express your feedback by clicking either **Satisfied** or **Not satisfied** button.
- e) Your feedback is sent to AITI.