

Prepared by : HCRD	Complaints Handling Analysis	Date : 1 March 2020
Checked by : COO		Revision : 00
Approved by: QA & MR		Page : 01 Of 02
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COVER STANDARD OPERATING PROCEDURE

1. Tujuan:

Objectives:

- To be a guideline for analysis handling complaint.
- To be a guideline for encounter the complaint not to become an issue.

2. Ruang Lingkup:

Scope:

Communication Reputation Department, Student Service Department, All Department in LSPR

3. Tanggung Jawab:

Responsibilities:

1. Head of Departement : To create the document draft
2. COO : To check and approve minor document
3. QA & MR : To check and approve major document

4. Referensi:

Reference:

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5. Definisi:

Definition:

-



Approved By:

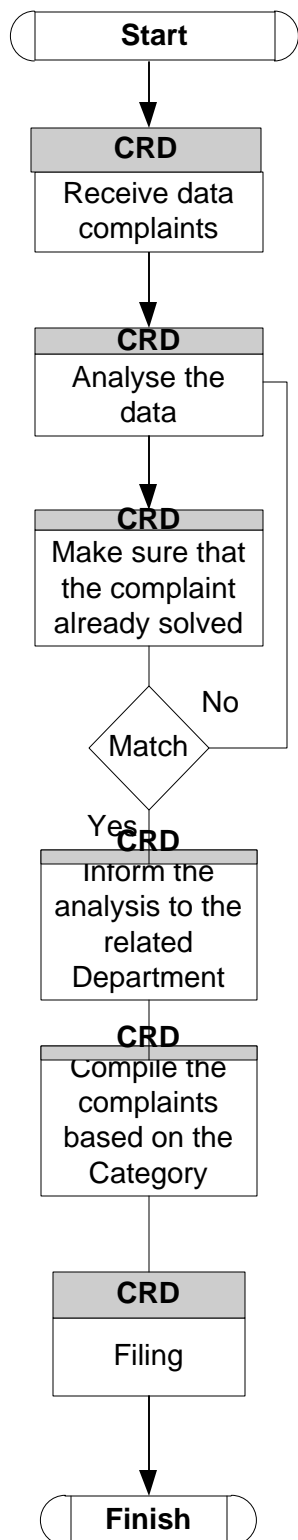
COO

QA/MR

Doc. Control

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STANDARD OPERATING PROCEDURE



Dokumen	Referensi
Tools & Documents: 1. Direct Complaint (notes, email, etc) 2. Record of negative comments in social media 3. Complaints from email, phone, etc. Complaints Log Book	All complaints from Student Service, and all Department in LSPR. PR for Internal identify and input to Log Book CRD have to make sure and recheck to each Department Head Is it already responded/ Answered/ solved
Complaint Log Book	CRD will send the analysis to each related Department. If the complaints have a possibilities to become an issue, CRD will inform to the Department.
Complaint Log Book	CRD will Compile the complaints based on the affected departments
Complaint Log Book	CRD file the complaint analysis on logbook.
Complaint logbook	

