
CUSTOMER COMPLAINT MANAGEMENT PROCESS

Version: 1.3

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Paga

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DOCUMENT CONTROL

Change Record

Date	Author	Version	Notes
19/10/2018	Wale Anifowose	1.0	First draft
22/10/2018	Wale Anifowose	1.1	Second draft
08/11/2019	Wale Anifowose	1.2	Third draft
03/12/2019	Opeyemi Oyinloye	1.3	Final draft

Reviewers

<i>Name</i>	<i>Department</i>	<i>Designation</i>
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Sign Offs

Name	Position	Signature
Opeyemi Oyinloye	Head, Customer Experience	 6/12/2019
Tinuke Ayanbadejo	Head, Risk compliance and Audit	
Fade Ayorinde	Chief Finance Officer	
Eric Chijioke	Chief Technical Officer	

Process Characteristics

Purpose & Scope:

This process shall serve as a guide to the customer experience team for the purpose of resolving customer's complaints to ensure effective and timely resolution of reported issues, proper management of customer expectations, ensure customer satisfaction, and reduce risk of business failure.

The scope of this process shall cover all reported issues across all channels.

Process Owner:

Head, Customer Experience

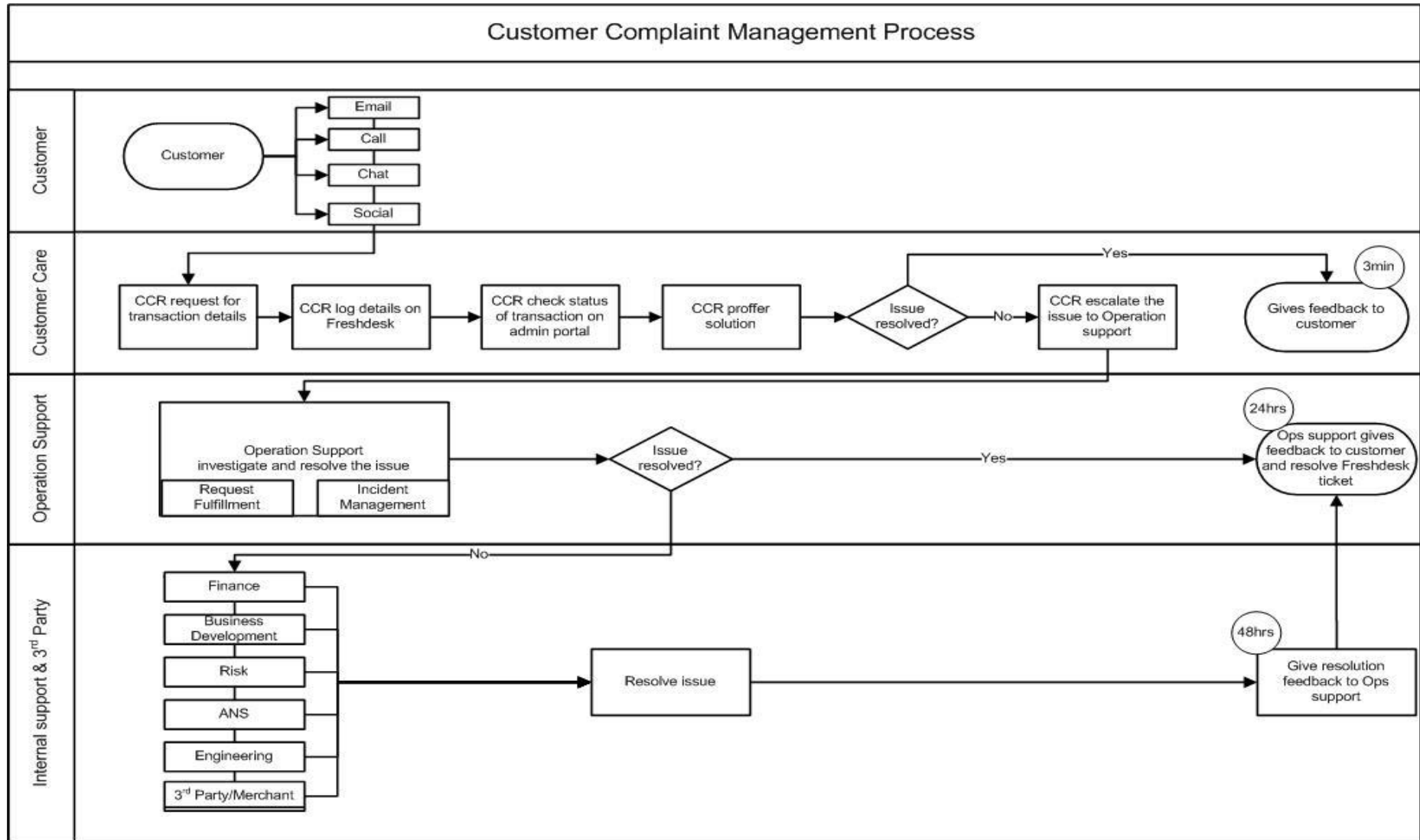
Process Stakeholders:

- Customer Experience
- Finance
- Risk and Compliance
- Engineering

Confidentiality:

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Process Flow Diagram



Cycle Table

S/N	TASK	CYCLE TIME	RESPONSIBILITY
1	Request for transaction details, log details on Freshdesk, investigate the root cause of the issue on portal, proffer solution or escalate.	24Hrs	Customer Care
2	Re-investigate and reproduce issue escalated by CCR, attempts to resolve, escalate to Internal support and 3 rd party where applicable. Escalate issues to Engineering via Jira. Provide resolution feedback to customer and update Freshdesk ticket.	24Hrs	Operation support
3	Finance investigates the issue, perform reconciliation where applicable and proffer solution. Add note on Freshdesk and reassign ticket to Ops. Other internal support investigates issue and give feedback to Ops	24Hrs	Finance, Business Development, ANS, Risk and compliance
4	Investigate the issue and proffer solution then give feedback to Ops	48Hrs	3 rd Party
5	Investigates and fix the issue, update JIRA case	48Hrs	Engineering

Internal Control / Risk Response Strategy

Risk Response Strategy		
	Risk Response Strategy	Avoid: Not performing an activity or a process that may carry risk.
		Transfer: Finding another party willing to take responsibility for the risk and who will bear the liability of the risk should it occur.
		Mitigate: Reduces the probability or impact of an adverse risk to an acceptable threshold.
		Accept: Is adopted when it is not possible or practical to respond to the risk by the other strategies, or when a response is not warranted by the low probability / importance of the risk. Accepting a risk entails addressing the risk when it occurs. A contingency plan, work-around plan and/or contingency reserve may be developed for that eventuality.
		Risk Identified: SLA violation, customer satisfaction and repeated calls

Acronyms Used

Acronyms / Abbreviations	Description
CCR	Customer Care Representative
Ops	Operation Support
3 rd Party	Merchant and partner Banks
Engineering	Paga 3rd level support team