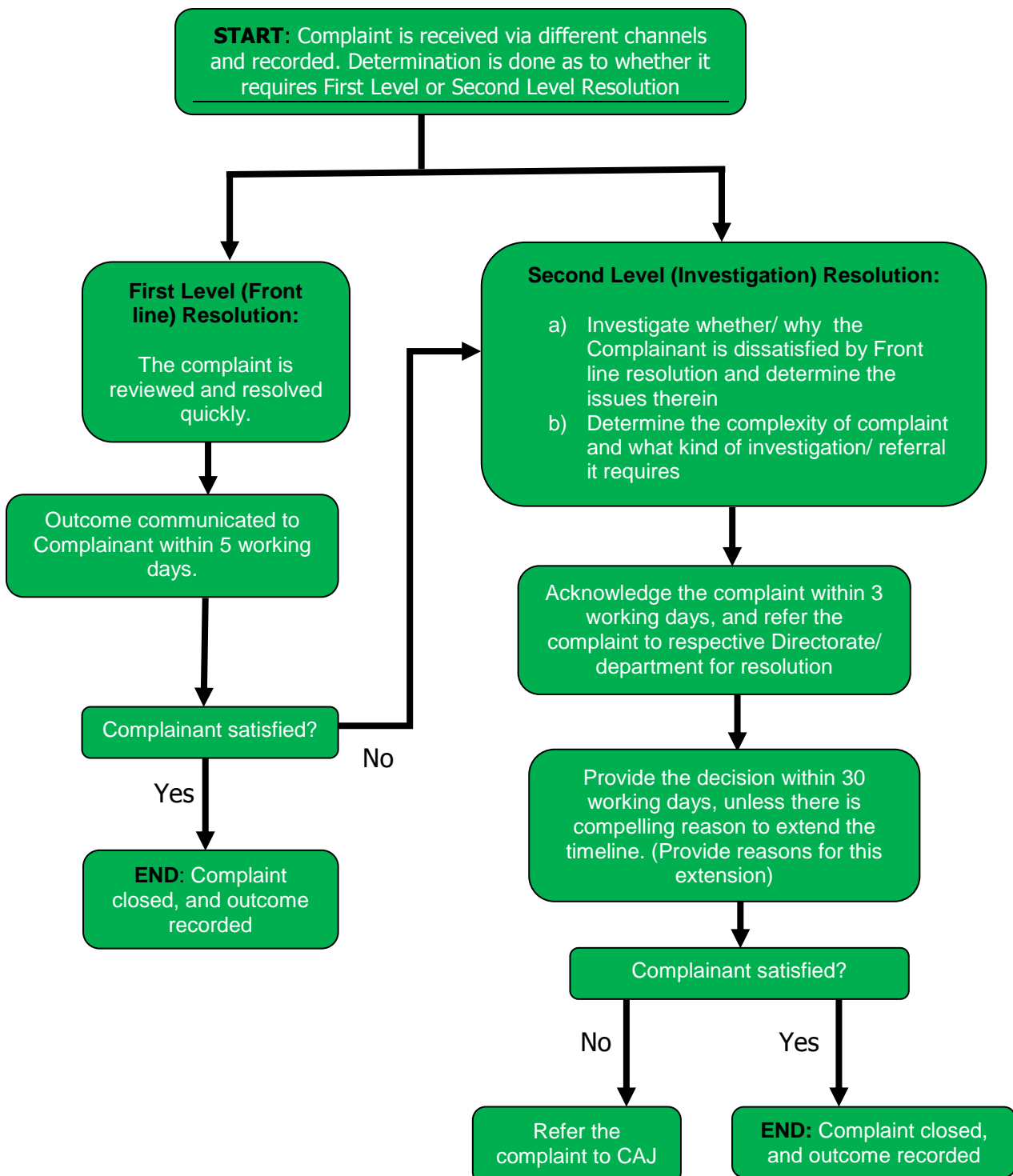




Authority's Complaints Handling Procedure

The Authority will follow the procedure below to ensure that registered complaints are resolved promptly. Complaint(s) may be made verbally or in writing. The Authority will deal with registered complaint in a prompt and efficient manner. AFA's Complaints Handling Officer will assist the Complainant(s) if he/she/ they requires/ (require) assistance in making his/ her/ their complaint(s) so that all relevant facts are provided.



- Once a complaint is communicated to the Authority; it shall be recorded in the Complaints register. The Complaints Handling Officer shall then review the verbal or/ and written complaint to ascertain the key issues.
- The Complaints Handling Officer shall forward the complaint to the relevant Directorate or Department for resolution and the process documented on complaints register.

AFA may:

- Accept the complaint and offer a remedy;
 - Offer a remedy without accepting the complaint; or
 - Reject the complaint and provide reasons for such rejection.
- If the complaint is more complex and takes longer than 30 days, the Authority shall communicate to the complainant the reasons for the delay.