

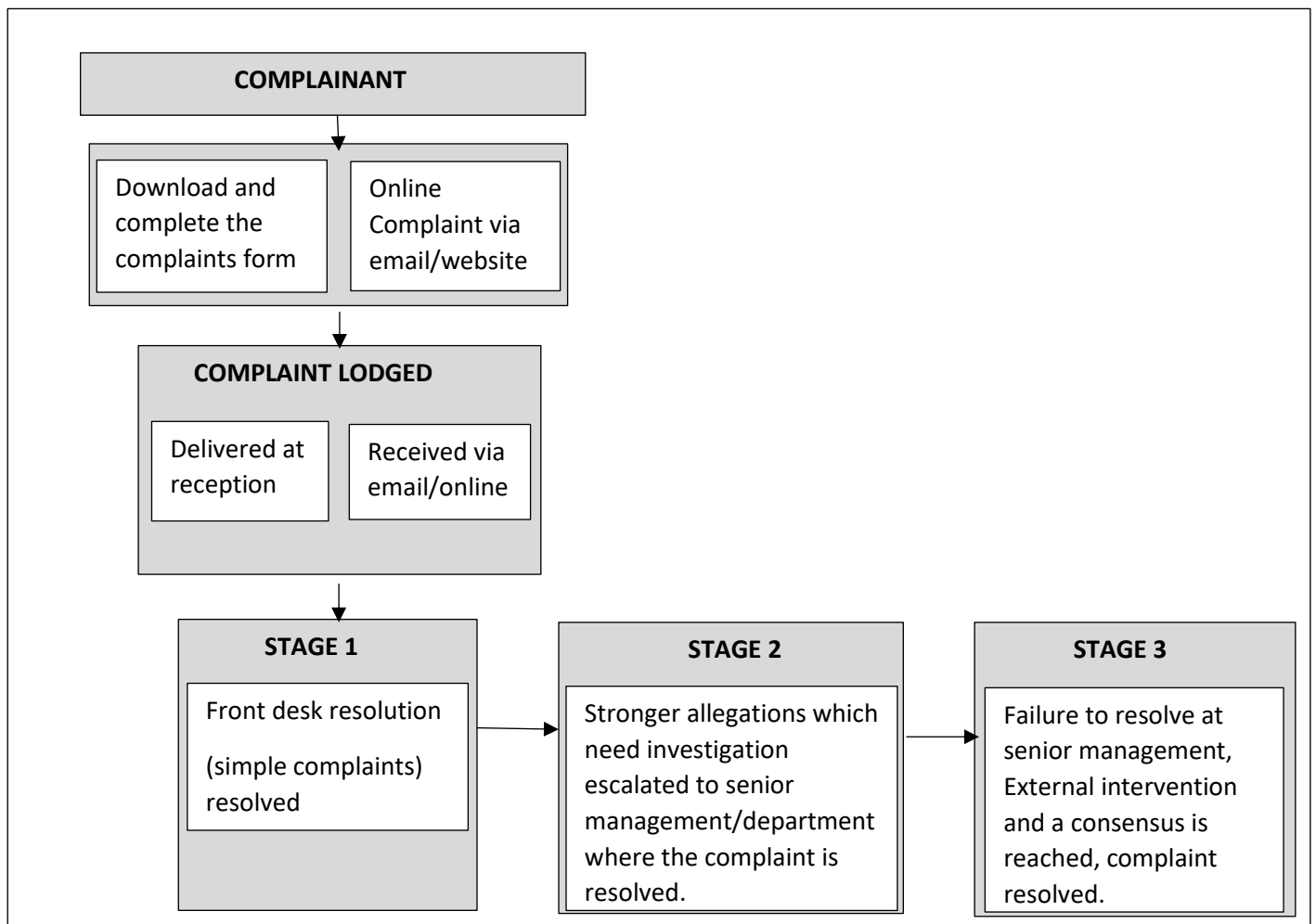
COMPLAINTS HANDLING PROCEDURE AT UGANDA RE

A complaint is an expression of dissatisfaction by a customer both internal and external.

A complaint may arise from any of the following:

- Failure to provide a service
- Inadequate quality or standard of service
- A request for a service or information which has not been actioned or answered
- Quality and unavailability of facilities
- Accessibility of buildings or services
- Behaviour of a staff member or contractor
- Disagreement with a decision
- Failure to follow the proper administrative process

COMPLAINTS HANDLING PROCESS



NB. Complaints and actions taken are filed and registered to improve our services.

- END -