



**Mangwee**  
**Customer Complaint Procedure**

## Introduction

Mangwee has a customer focussed approach to its business and is committed to effective and efficient resolution of customer complaints and disputes. The accountability for complaints and disputes handling and reporting is part of the Customer Experience Managers tasks and activities. Information on all complaints and disputes is reported and tracked on a weekly, monthly and year to date basis. This information is reported to management on a monthly basis and timely resolution of all issues is a customer service key performance indicator.

A number of internal reports are also created to help identify trends. This document is designed to outline the customer complaints and disputes management process for Mangwee.

Mangwee staff at all levels understands and comply with the processes that are used to deal with customer complaints and disputes. It also shows how complaints and disputes are escalated.



## Five Elements for Complaint Handling

To effectively handle customer complaints and disputes Mangwee adopts these five elements to ensure the best possible outcome.

### Culture

Mangwee has a culture of valuing complaints as a means of strengthening and improving customer relations and interactions with its customer base.

### Principles

Mangwee has a well-defined complaints handling system that is based on the principles of fairness, accessibility, responsiveness, efficiency and integration.

### People

All customer service staff at Mangwee receive extensive customer service training and are well equipped to be able to deal with a very broad range of issues.

### Process

Mangwee has seven stages that are used when handling a complaint.

### Analysis

Mangwee use all information that is gathered from its customer relations management system (complaints system) as part of a continual process of improvement and organisational review.



## Stages in Customer Complaint Handling

We have seven stages in our customer complaint handling procedure and these are;

1. Acknowledgement
2. Assessment
3. Planning
4. Investigation
5. Response
6. Review
7. Consideration of systemic issues



## How are complaints notified by customers

Mangwee has a number of methods available to customers for notification of complaints including:

1. Customer can call **260955553768** from anywhere in Zambia.
2. Walk into any Mangwee Outlet and verbally register your complaint
3. Email us on [support@virtualspaci.com](mailto:support@virtualspaci.com)

The above methods of notification of complaints are:  
Verbally advised to customers;  
Set out in our Contract with the Customer; and  
Available on our website on [www.virtualspaci.com](http://www.virtualspaci.com)



## Handling of Customer Complaints and Response Time

Mangwee has a well-defined and documented complaints and disputes resolution process. The process is one that allows for continual improvement and ensures that all complaints are tracked and maintained in an efficient and effective way.

Each of the steps is designed to allow for all types of complaint whether they are complicated or simple. Some of the steps can be skipped if the nature of the enquiry is simple.

- Step 1: Acknowledge the complaint in a timely manner
- Step 2: Assess the complaint and assign it a priority
- Step 3: Plan an investigation into the issue
- Step 4: Investigate the issue
- Step 5: Respond to the complaint and ensure that the decision is clear
- Step 6: Follow up any customer service concerns
- Step 7: Consider if there are any systemic issues and accurately report



# How we Handle Customer Complaints and Response Time

## ACKNOWLEDGE



And record details about the complaint. Ensure that all details and any deadlines are recorded in the CRM and give customer a case number.

## ASSESS



The complaint checking for things such as severity, potential impact, complexity and priority.

## PLAN



The investigation taking into consideration priorities, complexity and deadlines.

## INVESTIGATE



The details of the complaint. The investigation should be commensurate with the seriousness and the complexity of the issue.

## RESPOND



All complaints should be responded to within one business day. Customers will be informed if it will be longer than that.

## FOLLOW UP



Any customer service concerns. A customer feedback process ensures that Mangwee actively seeks details on how well we did.

## CONSIDER



What the complaint was and if it was an exception or a systemic issue that requires process improvement.



## Methods of Response

We pride ourselves on providing real Customer Service Representatives for our Customers to speak to in the event that there is a complaint or dispute.

This means that the main method of response to customer complaints or disputes by Mangwee will be telephone contact by one of our expert Customer Service Representatives. However, we are guided by the preferred method of response if one is indicated by the customer such as by email or in writing.



## Escalation Process and referral

The escalation process is to ensure that our customers are aware of how Mangwee handles their complaint. It outlines how we attempt to resolve the issue at the first point of contact and gives them an understanding of what steps to go through if they feel that their issue has not been adequately addressed.

### First Level Resolution

Mangwee's frontline staff is committed to providing a response at the first point of contact with our call center.

### Second Level Resolution

Complaint is referred to our Customer Relations Team for review and resolution

### Third Level Resolution

If customer is still not helped by our customer relations team, then Mangwee will compensate them. Compensation package will be determined by our internal audit department.



# THANK YOU

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This document outlines how Mangwee receipts, reports, tracks, acknowledges, assesses, investigates, responds and communicates with our customer base. A process of continual improvement is one of the customer service pillars at Mangwee and the complaint and disputes management process ensures that information that is collected is used to better improve our processes and procedures. Mangwee strive to be transparent in their dealings with customers and use the guiding principles of being fair, responsive and accessible to its customers.



MANGWEE

Get In Touch

Customer Relations Team

Email: [support@virtualspaci.com](mailto:support@virtualspaci.com)

Phone: +260 (0) 978 3893 02

