

**KULLIYAH OF SUSTAINABLE TOURISM
 AND CONTEMPORARY LANGUAGES
 INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA**

**CUSTOMER COMPLAINT FORM
 (FOR IIUM PAGOH CAMPUS ONLY)**

CUSTOMER INFORMATION

STAFF

STUDENT

PUBLIC

Name:	
Staff No. / Matric No.:	
Phone No.:	
Email Address.:	

DETAILS OF COMPLAINT

OFFICES/UNIT/DEPARTMENT (✓ that apply)

Office of The Dean

Office of Deputy Dean
Academic
and
Internationalisation

Office of Deputy
Dean of Student
Development and
Community
Engagement

Office of Deputy Dean
of Responsible
Research and
Innovation

Office of the Principal
(Mahallah Zaid Bin
Harithah)

Office of General
Administration

IT Unit

Finance Unit

Development and
Planning Unit

Department of Arabic

Department of English

Department of
Malay

Department of Tourism

Department of
General Studies

ISSUES (✓ that apply)

Academic Matters

Administration

Welfare

Facilities (Please mention location. i.e. café, classroom, office, toilet)

Location: _____

PLEASE DESCRIBE THE COMPLAINT IN DETAILS:

Date: _____

FOR OFFICE USE

Received By : _____ Date Received : _____

Investigation Done (*Identify the genuineness of the complaint*) :

Root Cause of the Problem:

Corrective Action Taken:

1) Immediate Action & Completion Date

2) Long-Term Action & Completion Date

Verified By :