Complaint Processing Flow

Customer	Logistic Front Desk Receptionist	After Sales Engineer	After Sales Manager	Deputy Manager	General Manager
Complain	Receive complaint information				
	Decide whether it is caused by developer — Yes →	Receive complaint information			
	No → Logistic complaint processing flow	Categorize complaint			
		Grade severity degree of complaint	Make solutions to 1st and 2nd degree complaint	Review solutions to 1st and 2nd degree complaint	Approve solutions to 1st and 2nd degree complaint
		Client complaint negotiation	1st and 2nd degree client complaint negotiation		
Not satisfied	Make advice for solutions to 3rd and 4th degree complaint	Make advice for solutions to 3rd and 4th degree complaint	Review solutions to 3rd and 4th degree complaint	Review and approve solution to 3rd and 4th degree complaint	
Feedback on solutions	Implement solutions	Make solutions to 4th degree complaint	Review and approve solutions to 4th degree complaint		
Satisfied		Implement solutions to 1st-3rd degree complaint	Supervise implementation of solutions		
End		Summarize complaint record and make monthly report			