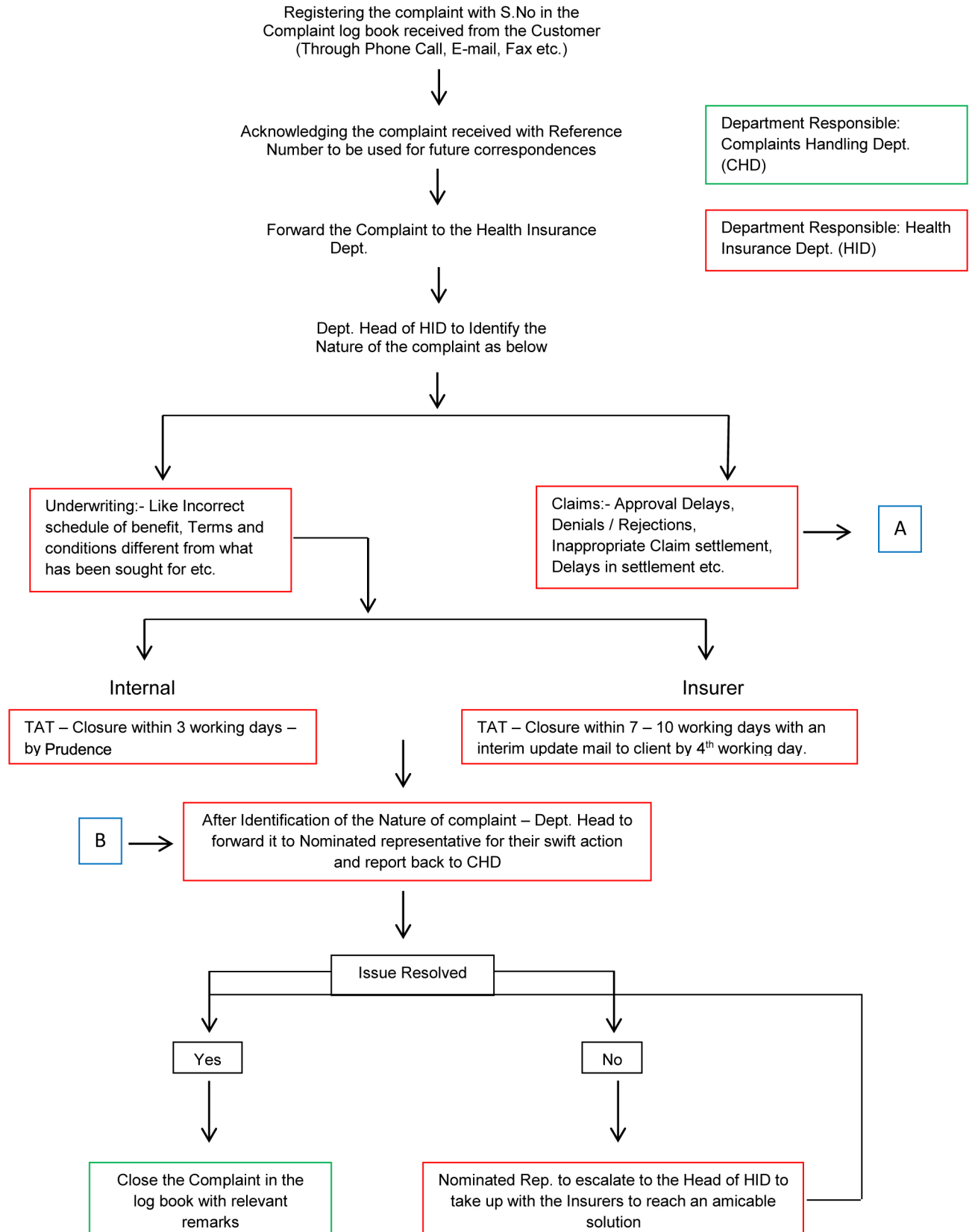


## COMPLAINTS HANDLING PROCEDURE

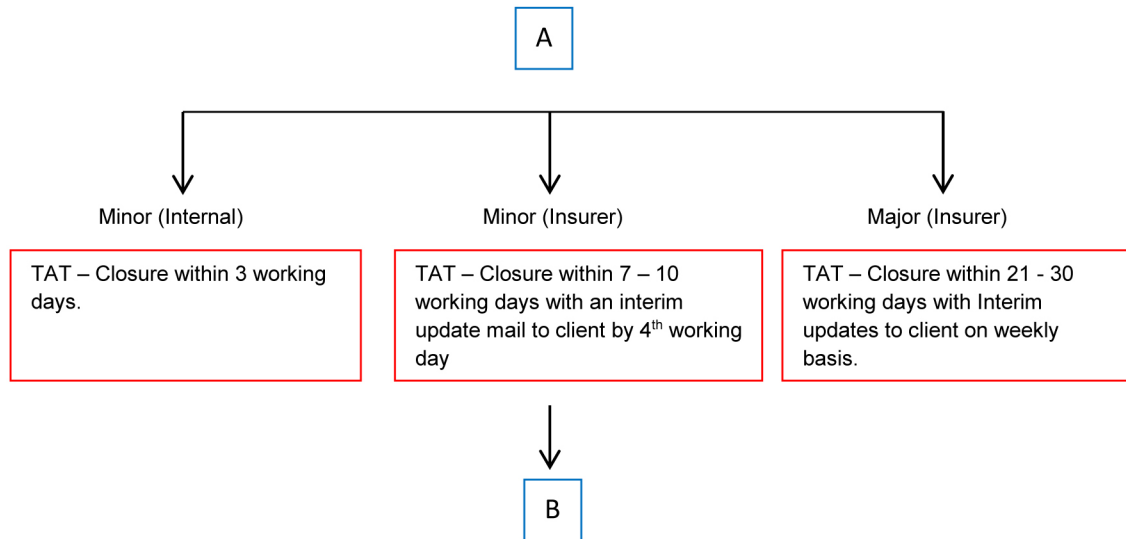


Department Responsible:  
Complaints Handling Dept.  
(CHD)

Department Responsible: Health  
Insurance Dept. (HID)

A

B



Notes:-

- Monthly report of all complaints received and status must be submitted to the Senior Vice President – Corporate Relations
- Fort-nightly review by the Internal Auditor
- Case study to be shared during training sessions with the PHIRs to avoid recurrences.