At Zarkan Industries, customer satisfaction is of paramount importance, and this is reflected in the streamlined complaint handling process. Upon receiving a complaint the CSR handles the complaint. For phone calls, the CSR records the call details. For in-person complaints at the service desk, the CSR carefully documents the customer's concerns. When the complaint is received as a letter, the CSR notes the letter's receipt date. After registering the complaint, the CSR analyzes the complaint to understand its nature and underlying issues. Meanwhile, the CSR consults other departments about the complaint. Once the analysis is complete, the CSR resolves the complaint based on the findings and the company's policies. After resolving the complaint to the customer's satisfaction, the CSR archives the complaint details for record-keeping, ensuring all actions taken are documented in accordance with privacy and regulatory standards. The final step is to formally close the complaint.