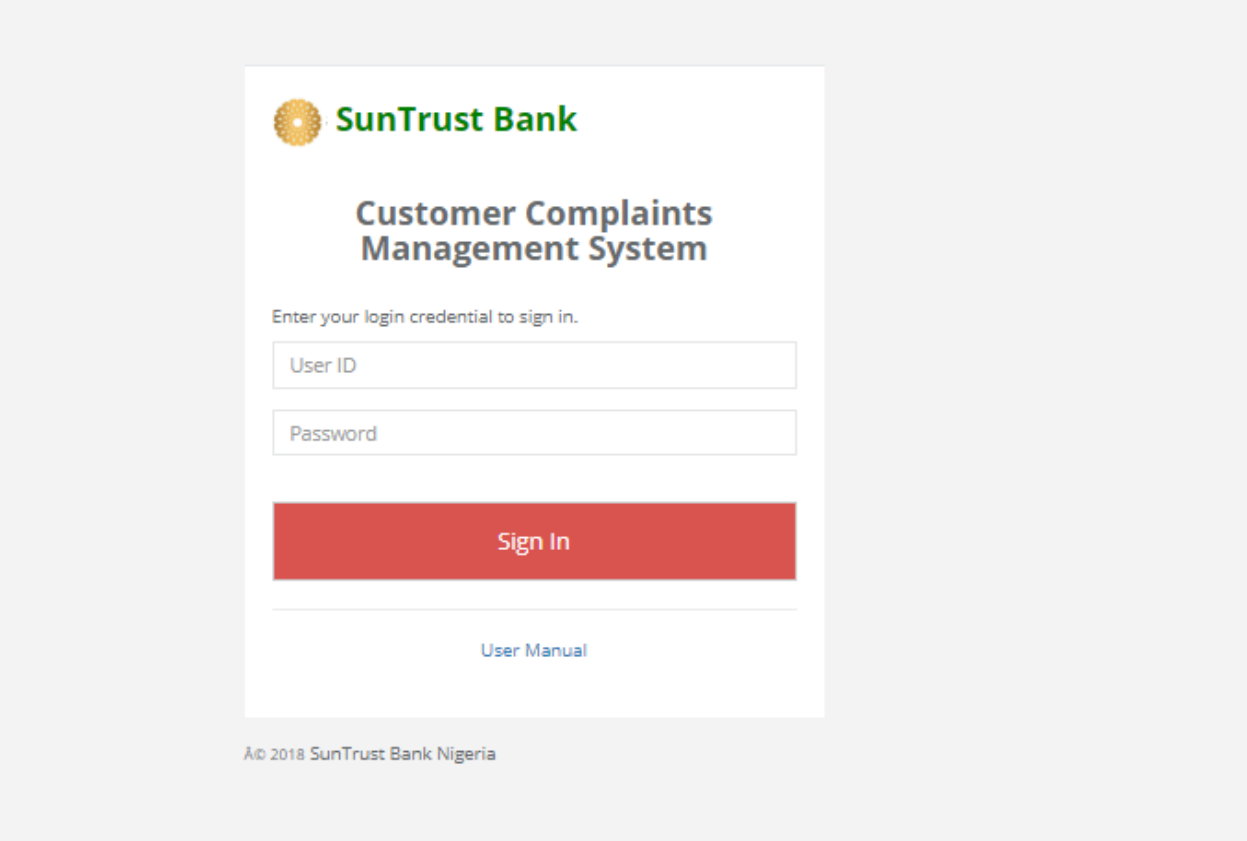
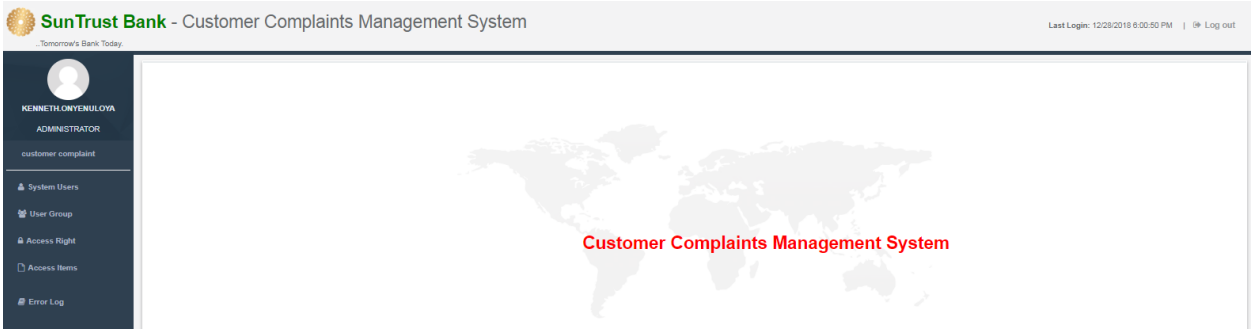
Customer Complaints Management System

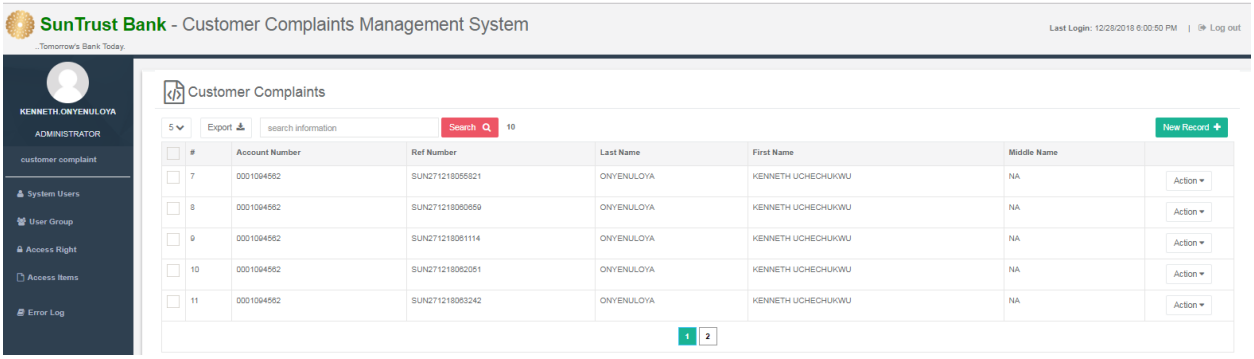
1. Log in with your iPortal credentials



2. Click on Customer Complaint menu

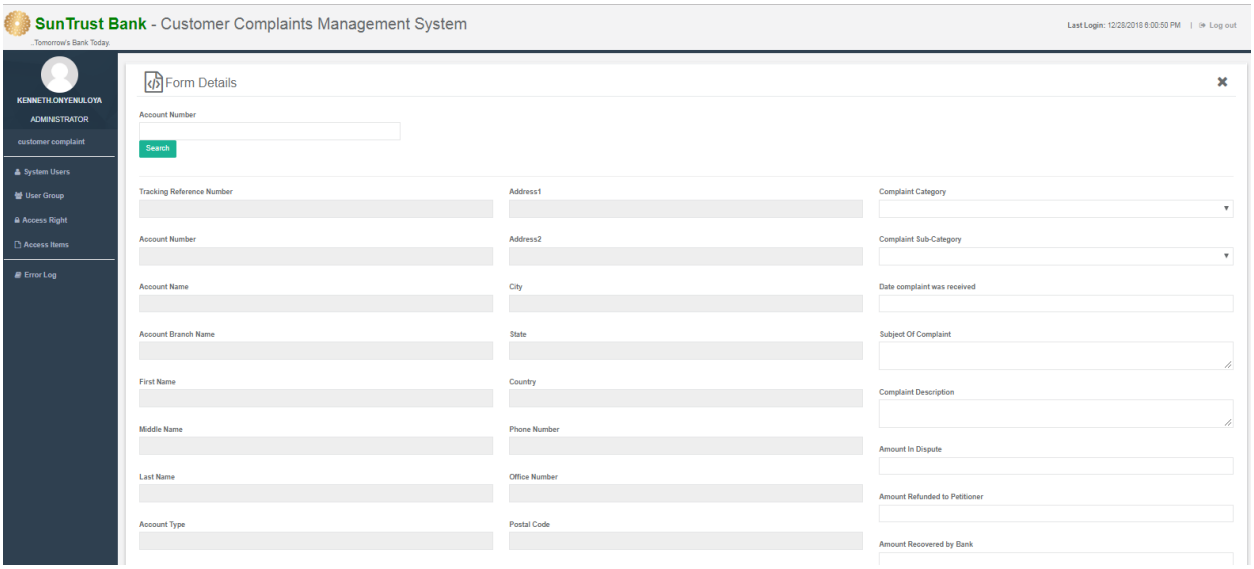
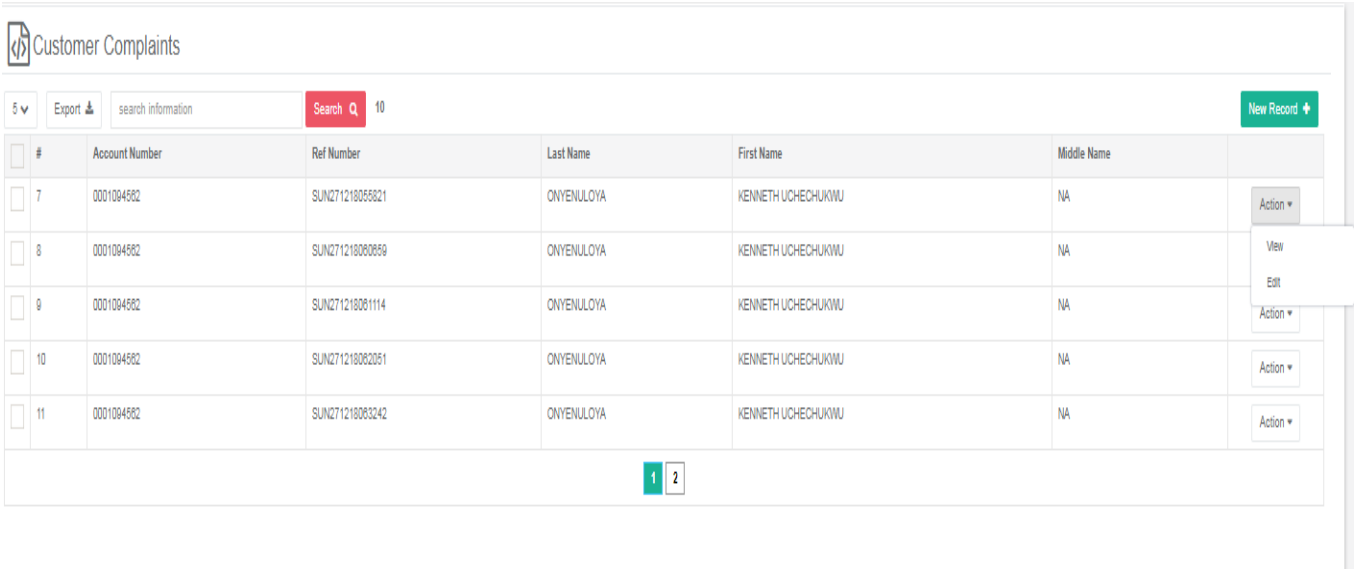


3. To log a new complaint, click on New Record



4. To capture a new customer's complaint, input the customer's account number and click on the Search button, upon which the details of the customer will be populated in the respective fields. Fill in the required fields.

   A **Tracking Reference Number** is generated by the system. Ensure customer is communicated this number.



5. To modify or update a complaint, click on the Action button and select Edit