**Customer Service FAQs and Complaint Handling Guidelines**

**1. How can I register a complaint?**  
You can register a complaint by providing your full name, phone number, email address, and a description of your issue. Once all required details are received, a unique complaint ID will be generated and shared with you.

**2. What kind of issues can I report?**  
You can report problems related to delayed deliveries, wrong or damaged products, missing items, billing errors, or poor service experiences.

**3. What details are required to file a complaint?**  
To file a complaint, you must provide:

* Your name
* A valid phone number
* A valid email address
* The details of your complaint

If you miss any of these, we will prompt you for the remaining information.

**4. I want to file a complaint about a late order. What do I do?**  
Just tell us your name, phone number, email, and a brief description like: “My package is late” or “I haven’t received my order.” We’ll take care of the rest.

**5. Can I raise a complaint using casual or informal language?**  
Yes, our chatbot understands informal and rephrased language. For example:

* “Hey, my stuff’s not here yet.”
* “This is ridiculous, where’s my order?”
* “Need to file a complaint for bad service.”  
  These will all be interpreted correctly.

**6. What happens after I submit my complaint?**  
You’ll receive a confirmation message and a unique complaint ID. Our support team will then look into your issue and reach out if needed.

**7. How do I get the status of my complaint?**  
Provide your complaint ID to the chatbot. It will retrieve the full complaint details, including when it was submitted.

**8. What should I do if I lost my complaint ID?**  
If you lose your complaint ID, please check your registered email for the confirmation message. If needed, contact our support team for further help.

**9. Can I change the complaint after submitting it?**  
Currently, updates to complaints must be handled by our support team. You can contact them with your complaint ID for further assistance.

**10. What is a complaint ID and why is it important?**  
A complaint ID is a unique identifier assigned to your case. It is required to track, retrieve, or follow up on your complaint.

**Examples of valid complaints:**

* “My delivery is delayed.”
* “The item I received is broken.”
* “I was charged incorrectly.”
* “Support team did not respond.”

**Alternate phrases we understand:**

* “I need to file a grievance.”
* “Raise a ticket.”
* “Lodge an issue.”
* “I want to talk about a problem I had.”
* “I’m not happy with my recent purchase.”
* “Can you help me with a complaint?”