

## Complaints and Claims

A travel agency has to process a batch of claims each year (about 1000). In this agency the Department of Claims and the Department of Logistics are in charge of processing the complaints and claims.

The following process is used to handle complaints and claims:

First, an employee of the Department of Logistics registers every complaint or claim presented.

After registration, an employee of the department sends a complaint form to the client with questions about the nature of the claim. There are two outcomes: the customer returns the form within two weeks or not. If the form is returned, it is processed automatically, resulting in a report that will be used later in the process.

If the form is not returned on time, a time-out results in an empty report. Note that non-receipt of the form does not mean the end of the process or that the complaint is to be dismissed. After registration, in parallel with the dispatch and receipt of the form, the preparation process begins.

First, the complaint is evaluated by the Complaint Department Director. The assessment will indicate whether any additional processing is required. If no additional processing is required and the form has been processed, the complaint or claim is filed. If additional processing is required, an employee of the Complaint Department executes the task "Process Complaint" (in this activity the action required to resolve the complaint is proposed). To process the complaint, the report created on the complaint form is used.

Recall that the report can be empty. The result of the task, "Process Complaint" is considered by the Complaint Department Director. If the result is not satisfactory, the Process Complaint task is executed again. This is repeated several times until the result is acceptable. Once accepted, an employee of the Complaint Department executes the actions proposed. After this, the complaint or claim is filed by an employee of the logistics department.