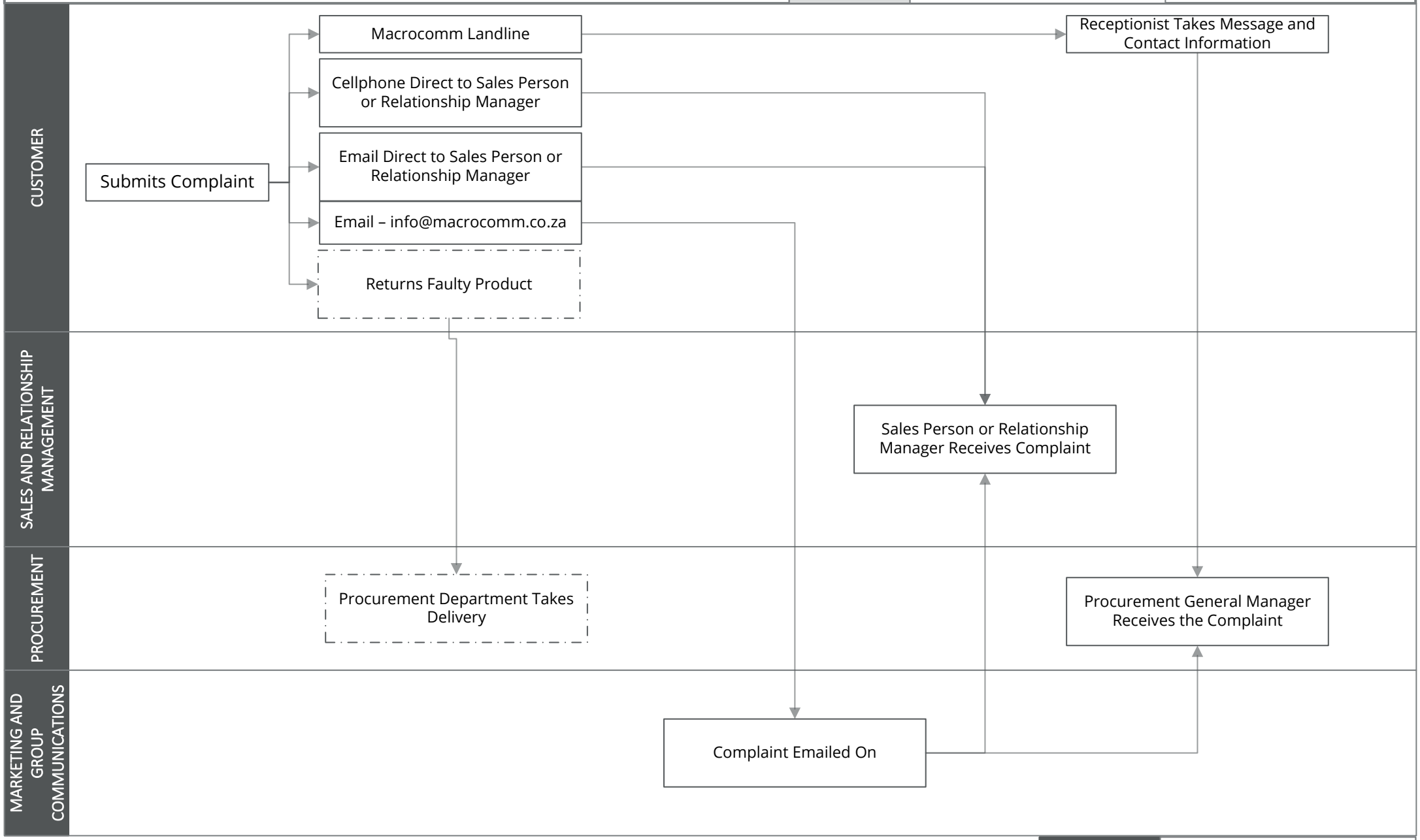
MACROCOMM GROUP

COMPLAINT PROCESS – ROUTING OF COMPLAINT

PROCESS FILE	MG-PRO-CMS 202402.00
PROCESS NAME	MG PROCESS COMPLAINT MANAGEMENT
VERSION	00 ORIGINAL
AUTHOR	CHARLENE VAN ONSELEN

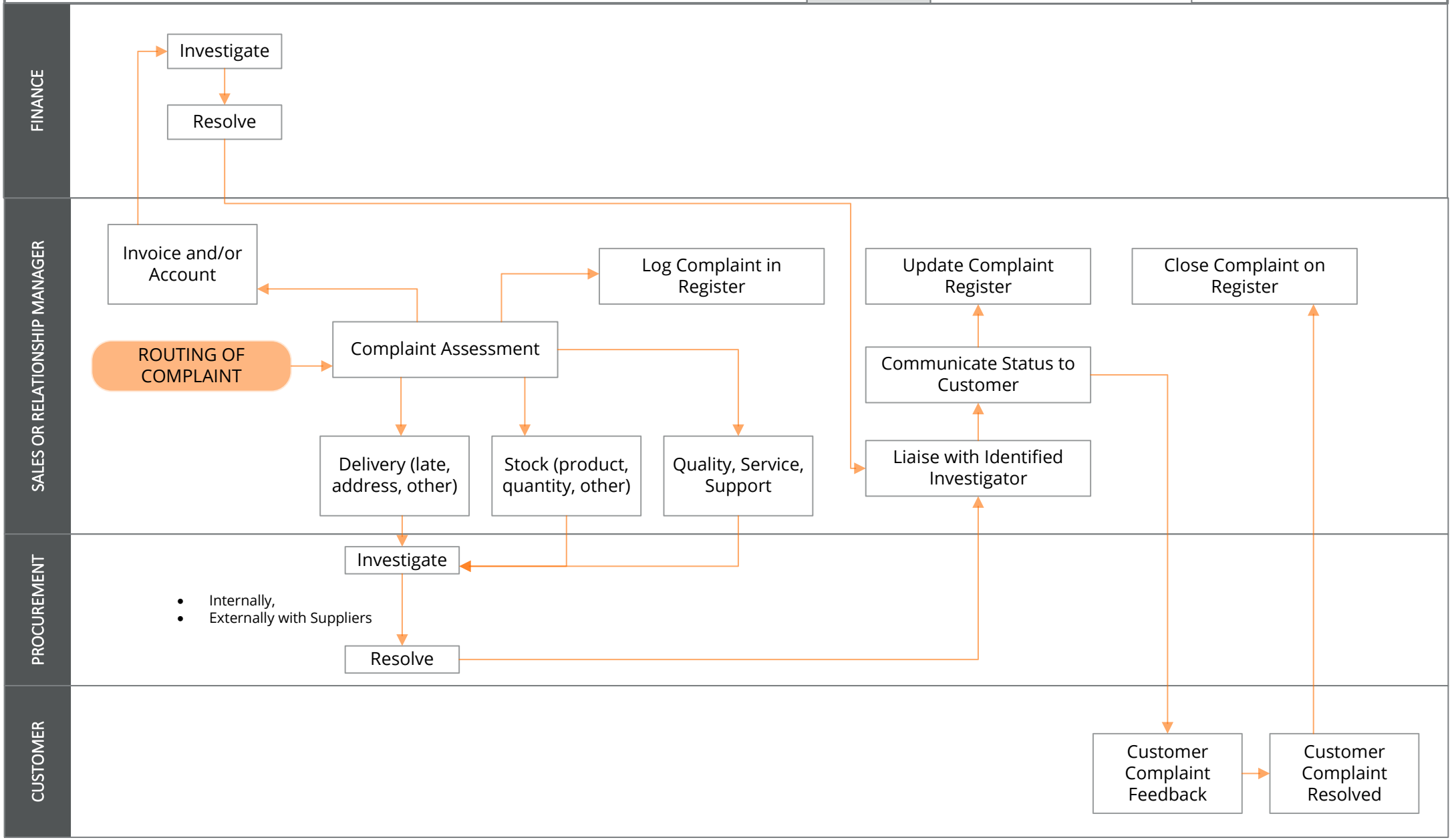


DATE	28 FEBRUARY 2024

MACROCOMM GROUP

COMPLAINT PROCESS – COMPLAINT HANDLING

PROCESS FILE	MG-PRO-CMS 202402.00
PROCESS NAME	MG PROCESS COMPLAINT MANAGEMENT
VERSION	00 ORIGINAL
AUTHOR	CHARLENE VAN ONSELEN



DATE	28 FEBRUARY 2024