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|  | **BORANG MAKLUM BALAS PENGGUNA**  ***CUSTOMER FEEDBACK FORM*** |
| **UniSZA-LIB-BH02-PK02-BR002-pind.1** |

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| --- | --- | --- | --- | --- |
| **NO RUJUKAN:** | **CADANGAN [ ]**  ***SUGGESTION*** | **ADUAN [ ]**  ***COMPLAINT*** | **PENGHARGAAN [ ]**  ***APPRECIATION*** | **TARIKH/*DATE*** |

**KAEDAH MAKLUM BALAS:**

***COMPLAINT/ SUGGESTION METHOD***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Datang Sendiri / *In Person* |  | Surat/Fax / *Letter/ Fax* |  | Media Sosial / *Social Media* |  |
| Telefon / *Telephone* |  | E-mel /*Email* |  | Lain-lain / Others |  |

**MAKLUMAT PERIBADI:**

***PERSONAL INFORMATION***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Nama / *Name* | : |  | | | |
| Kategori / *Category* | : | Staf / Pelajar / *Staff / Student* | | | |
| Fakulti / *Faculty* | : |  | | | |
| E-mel / *Email* | : |  | No. Tel / *Tel. No.* | : |  |

**MAKLUM BALAS / *FEEDBACK*:**

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--------------------------------------------------- **KEGUNAAN PEJABAT** -------------------------------------------------------

**SIASATAN*:***

|  |  |
| --- | --- |
|  | |
|  | |
|  | |
| Nama : | Bahagian/Unit : |
| Tandatangan: | Tarikh / Date : |

**TINDAKAN*:***

|  |  |
| --- | --- |
|  | |
|  | |
| Nama : | Bahagian/Unit : |
| Tandatangan: | Tarikh / Date : |

**JAWAPAN MAKLUM BALAS:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | | | | | |
|  | | | | | |
|  | | | | | |
|  | | | | | |
| Nama Pegawai / *Staff Name* | : |  |  |  |  |
| Tandatangan / *Sign* | : |  | Tarikh / *Date* | : |  |
| Status Maklum Balas :  \*Tempoh jawapan maklum balas adalah 3 hari bekerja / ***Response period within 3 working days*** | | | | | | |