



This is not a process, these are two processes in one pool -1

Result: 11

This is a process where our company receives a complaint from one of the customers/donors. The complaint is received either in person, through e-mail or other forms. A custom service employee checks the complaint is valid and complete, in case he needs further information, he requests it from the customer. After that, the complaint is saved and QA team is notified about the complaint. There, an employee evaluates the complaint, to decide how severe the issue is, what is the issue itself and if it can be solved easily. Based on all these information, he either undertakes appropriate steps to resolve it, or he might pass on the issue to any other department in the company.