

View feedback on complaints

To view feedback on complaints you have to click on the 'Feedback' sub menu in 'COMPLAINTS' main menu item. (Fig. 18.1)

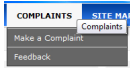


Fig. 18.1: Feedback on complaints.

When you click on the 'Feedback' sub menu you will be directed to the following page as shown in Fig. 18.2.

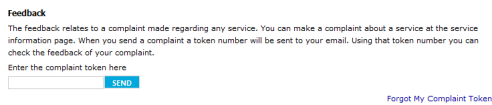


Fig. 18.2: Feedback inquiry page.

To view the feedback related to a complaint made you have to enter the complaint token number given at the time you made the complaint. This number would be in your mail box as well if you provided the email address at the time of making the complaint. When you enter the token number and click on 'Send' you will be able to view the complaint you made along with the feedback from GIC. (Fig. 18.3) If you enter an incorrect token number an error message will appear in an alert box.

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Posted: 2009-09-01 23:26:52
Subject: Obtaining the W&OP card
Message
Token: 5881251865612

Message: I received my W&OP card numbered M-007799 and I observed that the Name was incorrect. Therefore, I returned it back to your Office about 3 to 4 months ago. Still I have not received my corrected W&OP card.

Reply From GIC: Date: 2009-09-08 05:20:01 Thank you for your complaint.

Reply: