View feedback on complaints

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)

COMPLAINTS SITE MAI Complaints Make a Complaint

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.

Feedback	
The feedback relates to a complaint made regarding any service. You can make a complaint about a s information page. When you send a complaint a token number will be sent to your email. Using that the check the feedback of your complaint.	ervice at the service sken number you can
Enter the complaint token here	
SEND	
For	rgot My Complaint Token

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.

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:	
SE	ND

Fig. 18.3: View feedback page.

If you are not satisfied with the feedback you can send a reply to GIC using the form displayed below the feedback.

In the case you forget the token number for the complaint you made click on the link 'Forgot my Complaint Token' to choose the other option for viewing feedback on complaints you made to GIC. (Fig. 18.4)

Enter Your National Identity Card Number Here

Fig. 18.4: Page after clicking 'Forgot my Complaint Token' link.

You can use your NIC number to view the feedbacks for the complaints you made. Enter your NIC number in the cage provided and click on 'SEND' to view the results shown in Fig. 18.5.

Complaint Token
3991259576921 Service : Obtaining Travel Documents (Passport) for Sri Lankans

Fig. 18.5: Results after entering NIC number.

All the complaints you made to GIC using your NIC number will be displayed with the most recent complaint shown first. By clicking on the complaint token you can view the feedback on a complaint made.