



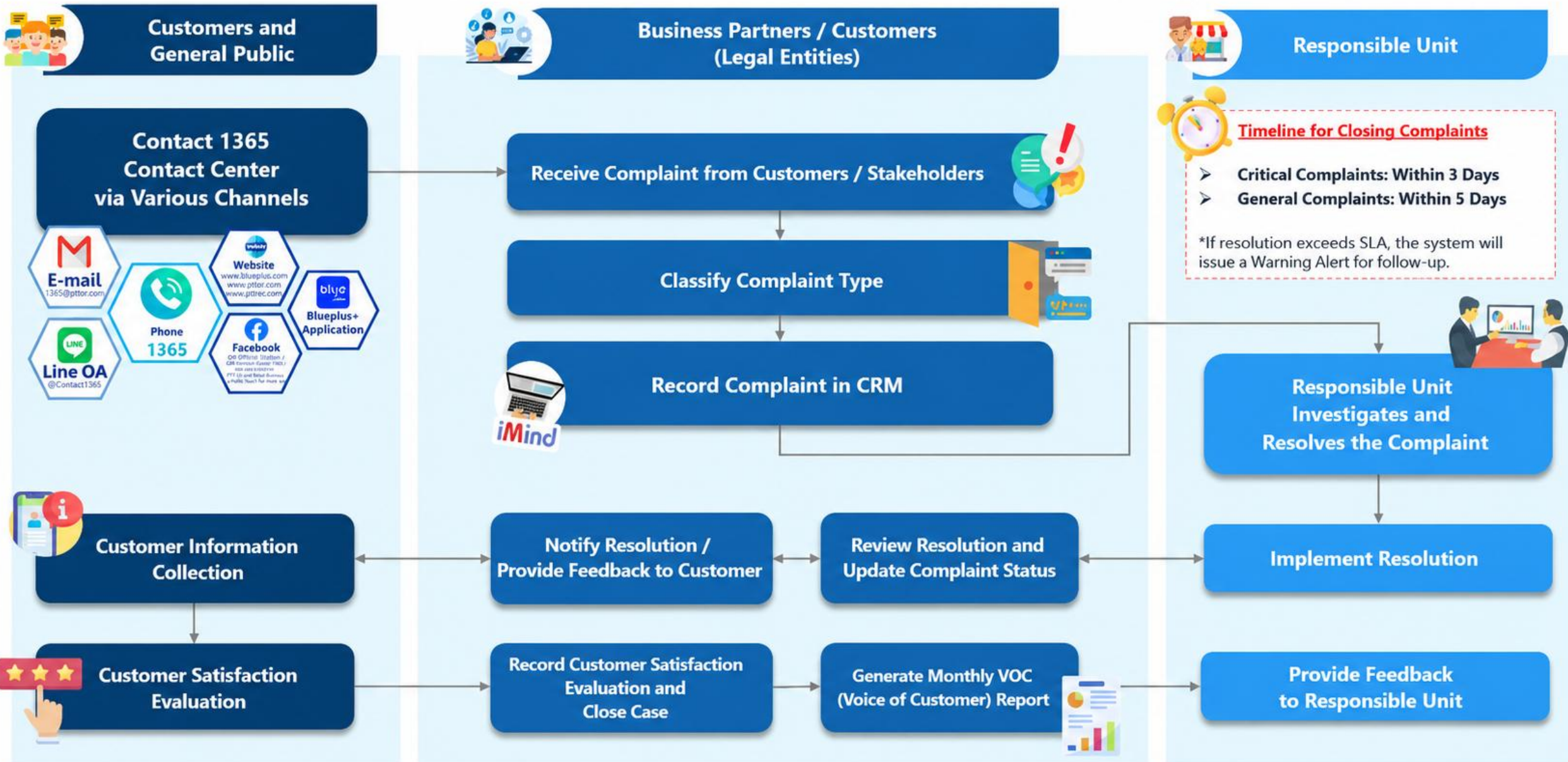
EMPOWERING ALL TOWARD
INCLUSIVE GROWTH

Complaint Handling and Resolution Process

2026



Complaint Management Process of 1365 Contact Center



Complaint Acknowledgment and Confirmation to the Complainant

Across all 1365 Contact Center service channels, agents are required to acknowledge and confirm receipt of every complaint at the time of contact, as follows:

Telephone

Agent verbally confirms receipt of the complaint during the call.

Sample Script

"We sincerely apologize for the inconvenience. I have now logged your complaint and will forward it to the relevant department for immediate investigation. Once a resolution is available, we will contact you promptly."



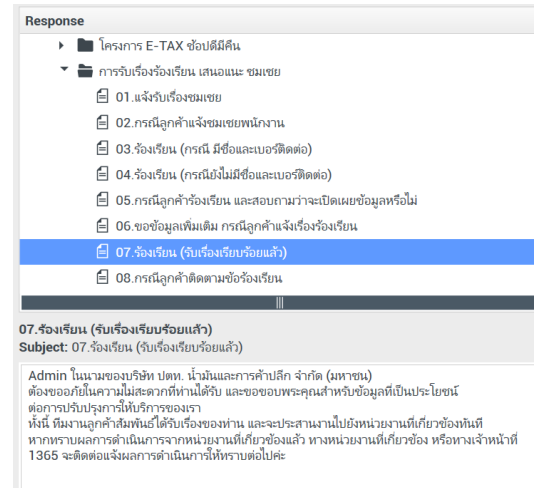
✓ Verbal confirmation — during call

Line (Messaging)

Agent sends an acknowledgment message in the chat immediately upon receiving the complaint.

⚡ Immediate

💬 In-chat reply



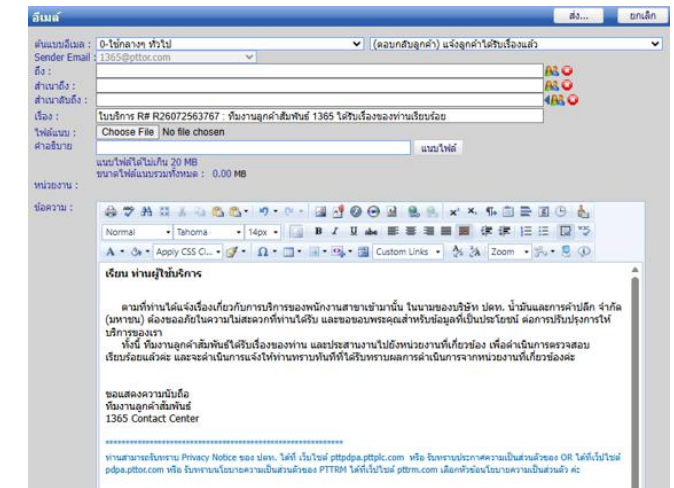
✓ Written acknowledgment — instant message

Email

Agent sends a reply email to the customer upon receipt of their complaint email.

↩ Reply email

🕒 Upon receipt



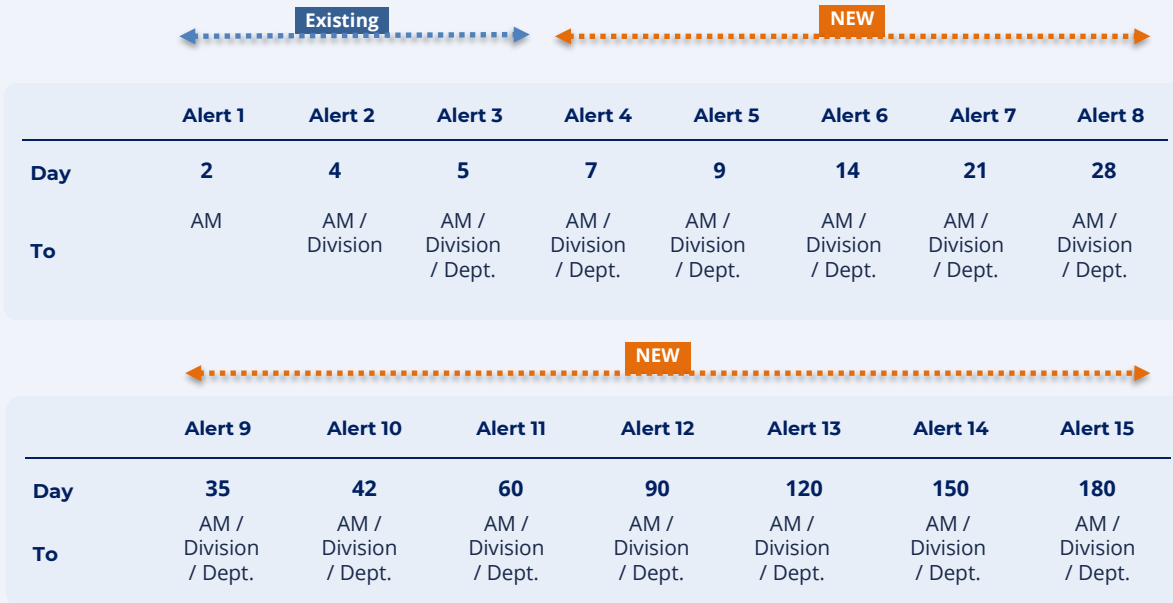
✓ Written acknowledgment — email reply

Complaint Follow-Up — Warning Alert System

🕒 Complaint tracking is measured continuously — including weekends (Sat-Sun) and public holidays. Automated alerts active up to 180 days.

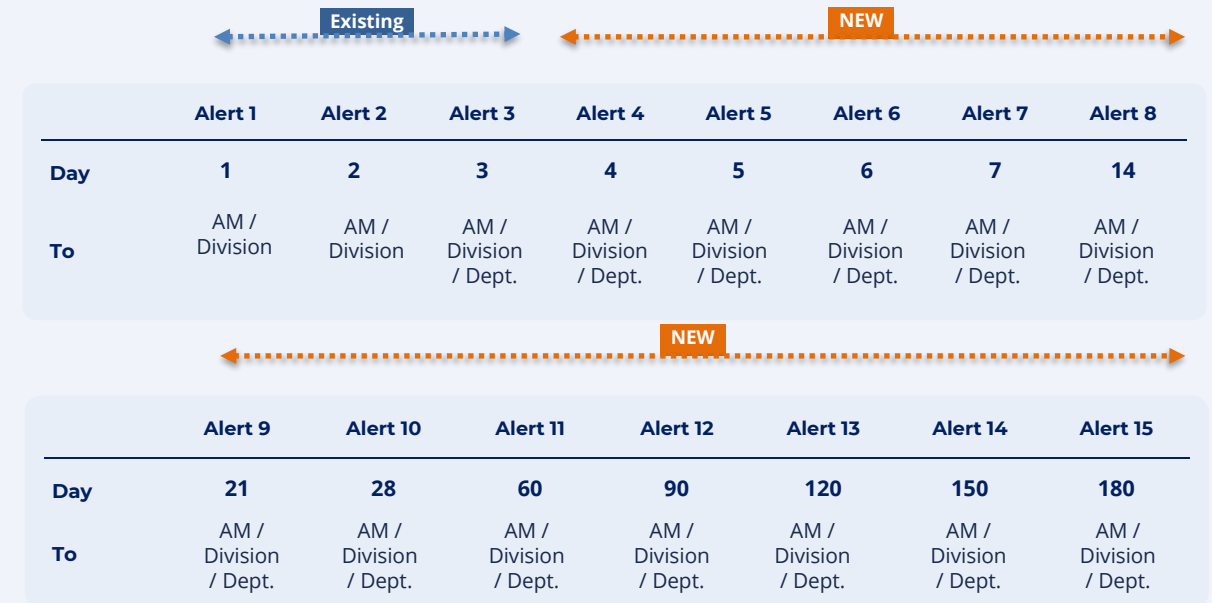
Standard Standard Complaint Flow SLA: Issue closure within 5 days

Alerts 1–15 over 180 days | Escalation to AM → Division → Department



High-Significance Special Flow SLA: Issue closure within 3 days

Alerts 1–15 over 180 days | Daily escalation from Day 1



Independent External Verification of the Complaint Handling Process

The Customer Relations Division holds certifications under the following internationally recognized standards, providing independent verification of its complaint handling practices.

 **Certified**

ISO 9001

Quality Management System Standard

Ensures systematic quality management in service operations, including complaint handling processes. Provides a structured framework for consistently delivering services that meet customer and regulatory requirements.

 **Independently Verified**

 **Certified**

ISO 22301

Business Continuity Management System Standard

International standard for maintaining continuity of critical business operations, including customer service functions, during disruptions. Ensures complaint handling remains operational under adverse conditions.

 **Independently Verified**



**EMPOWERING ALL TOWARD
INCLUSIVE GROWTH**

OR เติมเต็มโอกาส เพื่อทุกการเติบโต ร่วมกัน

*Harnessing OR
competencies to support,
fulfill, and elevate*

*Sustainable growth
with Living Community,
Healthy Environment, and
Economic Prosperity*

*Moving forward with
strong determination and
leaving no one behind*

*6 groups of
OR stakeholders*