

## CHAPTER 2

### COMPLAINT HANDLING PROCEDURE

This is the prescribed Procedure under Chapter V of the Regulations.

#### 2.1 Lodging Complaint

2.1.1 A complaint may be lodged in the following manner:

- (i) On MUFAP's online complaint portal available on MUFAP's own website and link available on member's websites; or
- (ii) by emailing at [complaints@mufap.com.pk](mailto:complaints@mufap.com.pk); or
- (iii) by sending a hard copy at MUFAP's registered address.

2.2.2 Once the complaint has been received, following actions need to be taken by the CRO or an Authorized Officer (AO).

#### 2.2 Complaint Ticket Generation

2.2.1 The AO shall conduct an initial assessment of complaints received to:

- (i) assess whether the complaint falls within the scope as prescribed in the Regulations;
- (ii) determine whether additional information is required;
- (iii) consider whether the complaint is tenable or not, subject to the approval of CRO. Complainant shall be informed accordingly with cogent reasoning for not entertaining its complaint.
- (iv) Anonymous complaints wherein the name and particulars of the Complainant are not provided clearly, or such particulars are not identifiable will not be entertained. However, in cases where a complaint, even if anonymous, raises concerns of industry-wide significance, CRO may review the matter from a systemic perspective and recommend measures for overall industry improvement, without acting on the individual complaint.

2.2.2 At the conclusion of the initial assessment, AO shall accept the complaint and initiate the following details:

- (i) Complaint Number;
- (ii) Ticket Type;
- (iii) Regulated Person;
- (iv) Complaint type;
- (v) Customer's Complaint Description with supporting documents;
- (vi) complaint previously handled and concluded by the Regulated Person, if any.

### 2.3 Complaint handling process

- (i) The AO shall respond to the complainant by acknowledging the acceptance of complaint along with ticket number
- (ii) The AO shall forward the complaint to the member along with defined time period for the response which shall not be more than five (5) working days
- (iii) The AO shall ensure that complete supporting documents are attached to the ticket before forwarding it to the member
- (iv) The AO shall keep track of progress of the complaint
- (v) The concerned member may seek additional relevant information, if needed.
- (vi) The AO shall obtain additional information from the complainant and provide the same to the concerned member as soon as possible. Nevertheless, in case of delay or failure on part of the complainant to provide the requisite information within the given time, the process may be delayed, and additional time may be allowed to the concerned member
- (vii) On receipt of the response from the member, the AO shall examine the response and may require further information from complainant and/or member. The AO may share the responses/rejoinders with the complainant and/or member, as the case may be to ensure completeness of the subject complaint.
- (viii) Once the complaint along with its responses/rejoinders is finalized at the end of the AO, it shall be forwarded to the CRO for further action.
- (ix) The CRO shall conclude the complaint by taking any of the following actions, as applicable:
  - a. close the complaint by sending an appropriate response to the complainant; or
  - b. initiate regulatory action against the concerned member; or
  - c. refer the matter to arbitration committee.

### 2.4 Time frame

The entire process commencing from acceptance of the complaint till its resolution shall be completed within 30 working days subject to the following:

- (i) Failure of provision of requisite information by the complainant;
- (ii) Initiation of regulatory action by the CRO; or
- (iii) Where an action has been initiated by any regulatory body/LEA on the matter related with the complaint or the matter has become sub-judice.

### 2.5 Appeal

Where the complainant or the concerned Regulated Person is not satisfied with the decision of the CRO, an appeal may be preferred to the RAC in the manner as prescribed under the Procedure governing appeals under Chapter XI of the Regulations.