

CLIENT'S CHARTER: STRATEGIC COMMUNICATIONS UNIT	1.	Provide an acknowledgment of the complaint to the complainant within 1 working day. Feedback on the complaint shall be informed within 7 working days.
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CLIENT'S CHARTER ACHIEVEMENT REPORT FOR THE NOTIFICATION PERIOD OF ACKNOWLEDGMENT OF THE COMPLAINTS AND FEEDBACK TO COMPLAINANTS IN 2022

Quarter	Month	No. of Complaints
First	January	-
	February	-
	March	1
Second	April	2
	May	
	June	
Third	July	
	August	
	September	
Fourth	October	
	November	
	December	
		Total: 3 (As of April 2022)