

Complaint Management Tuning in Complaints to Realize Sarawak's Aspiration

Friday, 5 November 2021, Kuching – Nothing is certain in life except death, taxes and complaints. As PMC to the Northern Coastal Highway ("NCH") project, Maltimur is no stranger to complaints management which comes along the territory of managing development across 87.5 kilometers.

As the Jack Ma quote goes, "opportunity lies in the place where the complaints are", today's article is on how Maltimur NCH PMC team tackle complaint management.

Infrastructure development is not as simple as constructing structures to connect locations rather it involves a host of processes such as Quality, Safety, Health and Traffic (QSHT).

Building upon the experience of managing other high-profile projects, complaints management adheres to a closed looped system.

Firstly, complaints are compiled from various sources which include word of mouth, correspondence with clients, internal reports, and social media. Following acknowledgement of receipt, complaints are logged and managed on a dashboard to monitor the progress of complaints resolution.

The Stakeholder Management department will then escalate the complaints to QHSET, and other related departments based on the complaints for follow-up action. This includes verifying the legitimacy of the complaints by conducting on-site investigations. If the complaint is not project related, the case will be closed, and the client will be informed accordingly. However, should the complaint be verified, investigation and determination of the source of the complaint will be conducted immediately and resolution strategies put in place.

Conflict resolution is a major part of complaints management. In infrastructure development projects, conflicts can range from land disputes, property damages, traffic management complaints and more. Each type of conflict requires different strategies to resolve. Aided by experience and the counsel of a dedicated team – Maltimur has managed to overcome complaints of various degrees.

Maltimur's growing success began on the strength of our reputation and results. It is imperative that we listen to the voices of Sarawakians as we strive to realize Sarawak's aspiration.

Keep an eye out for future articles to stay up-to-date on more stories from the Maltimur family.

