**PK 11-1**

**SULIT**

**BORANG ADUAN PELANGGAN**

**INSTITUSI:………………………………………………………………………………………….**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Tarikh Aduan | | |  | | No. Aduan |  |
| Nama Pengadu | | |  | | | |
| Alamat Pengadu | | |  | | | |
| No. Telefon | | | (R):  (P): (H/P): | | | |
| Saluran | | |  | | | |
| **ADUAN** | | | | | | |
| Tarikh Kejadian | : |  | | | | |
| Tempat Kejadian | : |  | | | | |
| Nama Institusi Terlibat | : |  | | | | |
| Saksi lain (jika ada) | : |  | | | | |
| Kandungan Aduan | : |  | | | | |
|  | | | | | | |
|  | | | | | | |
|  | | | | | | |
|  | | | | | | |
|  | | | | | | |
|  | | | | | | |
|  | | | | | | |
|  | | | | | | |
|  | | | | | | |
|  | | | | | | |
|  | | | | | | |
|  | | | | | | |
|  | | | | | | |
|  | | | | | | |
| **TANDATANGAN PENGADU** | | | | **TANDATANGAN PENERIMA & COP JAWATAN** | | |
|  | | | |  | | |
|  | | | |  | | |
|  | | | |  | | |
| Tarikh : | | | | Tarikh : | | |

\* Borang yang telah diisi hendaklah diserahkan kepada Pegawai Penyelaras Aduan

**UNTUK KEGUNAAN PEJABAT**

|  |  |  |  |
| --- | --- | --- | --- |
| ***Dirujuk kepada :*** | | |  |
| Nama Pegawai | : |  |
| Jabatan/Bahagian | : |  |
| No.Tel Pejabat | : |  |
| Tarikh | : |  |
| Masa | : |  |
| ***Catatan:*** | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |
| ***Status Aduan*** *:* | | |
| ( ) Selesai Berasas ( ) Selesai Tidak Berasas ( ) Selesai (Kes Polis)  ( ) Kes Berulang ( )Dalam Tindakan ( ) Kes Tutup | | |