



WAN ABDUL WAHAB: No complaint is too small

Bureau ready to tackle complaints

"If you are dissatisfied with services rendered by any government department or agency, please report to us."

This appeal comes from Public Complaints Bureau director-general Datuk Wan Abdul Wahab Abdullah.

"We promise you that all complaints will be treated in strict confidence. But if you do not tell us what you are unhappy about, how are we going to improve the system?"

He says a recent survey showed that out of 100 dissatisfied customers, only six will lodge a complaint. The others will simply criticise the department in front of relatives and friends.

This, he says, will not improve work procedures and will only worsen the situation.

On what types of complaints the bureau will investigate, he says: "Nothing is too small."

Citing an example, he says a resident had complained to the bureau that the postman had stopped delivering mail to his house.

Upon checking with Pos Malaysia, it was revealed that the owner reared several fierce dogs and that the postman was afraid to go near the house.

The bureau managed to convince the owner to leash the dogs whenever the postman made his rounds so that the mail could be delivered.

As far as tea breaks are concerned, he describes it as a "bad culture".

"Although we have many complaints about delays, no one has complained specifically about this."

The complaints can be made through the ministry's website at www.bpa.jpm.my.

Otherwise you can go to the bureau's office in Putrajaya, Kuala Lumpur, Penang, Kuala Terengganu or Johor Baru.

You can also make a phone call, send a letter, go to a mobile complaints counter or fax the complaint.

All complaints with full details will be investigated.

The bureau is also making complaint forms available at post offices, district offices and the penghulu's offices. These forms can be filled and posted to the bureau, and no stamps are required.