



## FLOW CHART OF GRIEVANCE MECHANISM PROCESS

Dear Customers, if you need to file a voice of grievance / complaint / recommendation / feedback, please proceed to the next step.

**Step 1 : Talk to our staff at respective branch, your problem resolve?**

YES  
 No

YES  
 No



**Step 2 : Contact our PROZAS Security Control Center (PSCC) at 013-289 3178 for further assistance or send your email to [feedback@prozassecurity.com.my](mailto:feedback@prozassecurity.com.my). We will knowledge received of the feedback within 3 working days.**



**Step 3 : PSCC refer the case to higher management. The branch representative or PSCC will get back to you with the solution / feedback / clarification.**