



ARE YOU SENSITIVE TO YOUR CUSTOMERS' NEEDS ???

SEMINAR

"HOLDING CORPORATIONS ACCOUNTABLE"

National Seminar on Complaints Handling 2010

Tuesday, 11th May 2010; 9:30am - 1:00pm
Cititel Mid Valley, Kuala Lumpur



HOSPITALITY

MAID AGENCIES

INSURANCE

WATER SERVICES

HEALTHCARE SERVICES

GOVERNMENT AGENCIES & SERVICES

PUBLIC TRANSPORT

HOUSING

FUTURE SERVICES

JOB RECRUITMENT AGENCIES

CHEAP SALES



32,369 COMPLAINTS in 2009

Real People, Real Problems.

PAWN BROKING

RETAIL TRADE

FINANCIAL INSTITUTIONS

DIRECT SALES / SCAMS

LEGAL SERVICES

HIRE PURCHASE

"A Comprehensive Analysis of Consumer Complaints 2009"

ELECTRICITY SUPPLY

QUALITY OF PRODUCTS & SERVICES

MANAGEMENT CORPORATIONS

COMMUNICATIONS & MULTIMEDIA

AUTOMOBILES

FOOD

FACT: When customers are pleased, they're likely to spend about 10% more on your products or services

Organised By



National Consumer Complaints Centre

REPORT REVIEW

National Consumer Complaints Centre Annual Report reviews and analyses all consumer complaints received throughout the year. A total of 32,369 complaints were received in 2009.

Highlights of the 2009 report:

- Sub-standard/Unacceptable quality of services and products lead the categories of complaints received
- 80% of traders/service providers do not respond to complaints from consumers
- 65% of traders/service providers do not reply to 1st reminder from NCCC
- 50% of businesses lack knowledge of legal liabilities regarding transactions
- 0% knowledge of standards among consumers as a tool for consumer protection

WHO SHOULD ATTEND

- CEOs
- Customer Service Managers
- Marketing / CSR Managers
- Public Relations Managers
- Quality Assurance Managers
- Brand Managers
- Advertising Managers
- Promotions Managers
- Sales Managers
- Executives

and anyone involved in the manufacturing of products and provision of services to consumers.

Do you want to know:

- What your customers complain about you and your competitors?
- What makes an organisation **Customer-Wise UNFRIENDLY**?
- Who are the Violators of Consumer Protection Laws and Rights in Malaysia?

“Although it may seem difficult to understand, many times customers who complain are also your most loyal customers ”

So the trick is to turn that complaint into a positive interaction.

YOUR INVESTMENT

RM 300 / person

**RM 250 each for
3 persons and above**

**Participant fee includes
seminar materials,
lunch, coffee break, certificate
and a copy of the
NCCC Report 2009**

PROFILES OF OUR DISTINGUISHED SPEAKERS



En. Muhammad Sha'ani Bin Abdullah

Mr. Muhammad Sha'ani Bin Abdullah has been the Chief Executive Officer of National Consumer Complaints Centre (NCCC) since 2008. Previously, he served the Felda group of companies for 23 years. He is the Secretary-General of FOMCA and President of Pahang Association of Consumers (PAC). He was the Chairman for Communication and Multimedia Consumer Forum of Malaysia (CfM) from 2005 to 2007. He is an ardent consumer rights activist and has always been assisting Malaysian consumers by representing the voice of consumers in many areas.



Tn. Haji Mohamed Iqbal bin Mohd Shafi

Tn. Haji Mohamed Iqbal bin Shafi is a consultant in consumer education and consumer law. He was a senior officer in the Malaysian Administrative and Diplomatic Service, having held positions in various ministries of the Government. He was Director of Consumers Affairs in the Ministry of Domestic Trade and Consumer Affairs for 6 years from 1992-1998. He was instrumental in the planning of the Consumer Protection Act 1999.



Ms. Ratna Devi Nadarajan

Ms Ratna Devi is currently the Chief Executive Officer / Secretary of Standards Users and the Deputy Secretary General of FOMCA (Federation of Malaysian Consumers Associations). She currently, oversees matters relating to consumer representation in standards development activities at national, regional and international level related to social responsibility, consumer education on importance of safety standards and climate change. She is a member of the team drafting the International Standards on Social Responsibility or the ISO 26000 under the International Organization for Standardization or ISO. She has presented papers at regional and national events on Social Responsibility and Standards and Standardization.

AGENDA

“HOLDING CORPORATIONS ACCOUNTABLE” NATIONAL SEMINAR ON COMPLAINTS HANDLING 2010 11th May 2010; 9:30am - 1:00pm Cititel Mid Valley, Kuala Lumpur

0830 – 0930	Arrival of Guests	1145 – 1230	Customer Satisfaction, Complaints Handling and Dispute Resolution for Corporate Social Responsibility (CSR)
0930 – 0945	Welcome Address by Datuk Marimuthu Nadason <i>President, Federation of Malaysian Consumers Associations (FOMCA)</i>		<ul style="list-style-type: none"> ■ Benefits of Stakeholders' Engagements ■ Tools for Customer Satisfaction, Complaints Handling and Dispute Resolution ■ Principles and core subjects of SR
0945 – 1045	2009 Consumer Complaints and Analysis <ul style="list-style-type: none"> ■ Introduction ■ Consumer protection issues according to industry / sectors ■ Types of problems consumers face 		by Ms. Ratna Devi Nadarajan <i>Chief Executive Officer Malaysian Association of Standards Users</i>
	by En. Muhammad Sha'ani bin Abdullah <i>CEO National Consumer Complaints Centre (NCCC)</i>	1230 – 1300	Question and Answer
1045 – 1100	Tea Break	1300	Lunch and Adjour
1100 – 1145	Consumer Protection: New Legislation and it's Impact on Consumers and Businessess by Tn. Haji Mohamed Iqbal bin Mohd Shafi <i>Legal Adviser, FOMCA</i>		

REGISTRATION FORM

Company Details

Company Name :

Mailing Address :

Person-in-charge : Position :

Tel: Fax :

Email :

Name : Name :
(as to be printed on certificate) (as to be printed on certificate)

Position : Position :

Department : Department :

Tel: Tel:

Fax : Fax :

Email : Email :

*Should you have more than 2 participants, please photostat the form.

REGISTRATION

Please fax the registration form to: +60(3)-78730636

Contact us: Tel: +60(3)-78774741

Contact person: Ms. Siew Hui
Email: siewhui@eraconsumer.org

Contact person: Ms. Natasha
Email: natasha@eraconsumer.org

PAYMENT METHOD

Crossed Cheque / bank draft / Cash / Cheque deposit

Telegraphic Transfer (TT)

* Full payment of the fee should be made 2 days before seminar day. Please mail/fax the copy of transfer instruction to the secretariat.

ACCOUNT DETAILS

Account Name : **NATIONAL CONSUMER COMPLAINTS CENTRE**
Name of Bank : RHB Bank Berhad
157 & 159 Jalan SS2/24,
Sg Way, Subang,
47300, Petaling Jaya,
Selangor, Malaysia.
Branch : Sungai Way Subang Branch
Account No : 2-12479-0004-4643
Swift Code : RHBBMYKL

Cheques or bank drafts to be made payable to :
NATIONAL CONSUMER COMPLAINTS CENTRE

Please post the cheque / bank draft to:

SECRETARIAT
National Consumer Complaints Centre
No. 24, Jalan SS1/22A,
47300, Petaling Jaya, Selangor.

CANCELLATION

Upon confirmation, your seat at the seminar is guaranteed. If you are unable to attend, a substitute is welcome, at no extra charge.

However, no refund will be made for any cancellation. A complete set of documents will be sent to you.

The organiser reserves the right to make any amendments and/or changes to the programme, venue, speaker replacements and/or topics if warranted by circumstances beyond control.

CUT HERE

NATIONAL CONSUMER COMPLAINTS CENTRE



The National Consumer Complaints Centre (833117-P) or NCCC is a Not For Profit organisation incorporated under the Companies Act 1967 on 16th September 2008 and is entrusted to handle all consumer complaints for FOMCA and Water Forum Malaysia. NCCC was established as an initiative of the Education and Research Association for Consumers Malaysia (ERA Consumer Malaysia) and The Selangor and Wilayah Persekutuan Consumer Association (SCA), with the cooperation of the Ministry of Domestic Trade and Consumer Affairs. The NCCC was officially launched by the Minister of Domestic Trade and Consumer Affairs, on 13th July 2004.

VISION

To be an independent and respected organisation which provides a mechanism for consumer complaints and counselling to resolve problems arising from the purchase of goods and services.

MISSION

To provide consumers with an objective and timely resolution of disputes, claims and complaints with regard to purchase of goods and services.

OBJECTIVES

1. Guiding consumers in finding solutions to problems related to the purchase of goods and services
2. Empowering consumers with information on consumer related matters
3. Facilitating consumers in filing claims and complaints against errant goods and service providers
4. Highlighting consumers' concerns in the media

CONTACT DETAILS:

No. 1D, Bangunan SKPPK,
Jalan SS9A/17,
47300, Petaling Jaya,
Selangor, Malaysia.

Tel : 03-7877 9000 / 7874 8096

Fax : 03-7874 8097

Email : myaduan@nccc.org.my

Website : <http://www.nccc.org.my>

KONSUMERKINI - CONSUMER NEWSPORTAL



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32,369



If undelivered, please return to:

National Consumer Complaints Centre (8331172P)

No. 24, Jalan SST 1/22A,

47300, Petaling Jaya,

Selangor, Malaysia

Tel : 03-7877 4741

Fax : 03-7873 0636

COMPLAINTS



NCCC