

INTERNATIONAL ISLAMIC UNIVERSITY, ISLAMABAD
(SERVICES DEPARTMENT)

No.SD/2021-IIU- 4512

August 06, 2021

Subject: COMPLAINT PROFORMA FOR CANTEEN / SHOP

The Supervisory Committee on Canteens, Shops and Commercial Setups in its 4th meeting, held on 20.04.2021 has approved a Complaint Proforma regarding Canteens / Shops operating in IIU.

2. All Contractors of Canteens and Shops are therefore, directed to place sufficient number of copies of Complaint Proforma (copy attached) at their respective counters for feedback by the students and employees of the University.



(RAZI HASAN)
Assistant Director

Complaint Performa for Canteen/Shop
Office of the Students' Adviser
International Islamic University, Islamabad

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Section-1: Details of Individual Lodging Complaint:

Name of Complainant: _____ Department/Office: _____
Registration/Designation: _____ Cell/Extension: _____
Email: _____ Date: _____ Signature: _____

Section-2: Detail of Canteen/Shop against whom the Complaint is Lodged:

Name of Canteen/Shop: _____
Canteen/Shop Address: _____

Section-3: Details of Complaint:

Select the One(s) that Depicts the Nature of your Complaint:

Food Quality Hygiene Rate/Price Service Negligence Staff Behavior

Other (Please Mention): _____

Please Give Brief Description of Complaint (Use additional Sheet(s), if necessary): _____

Section-4: For Official Use Only:

Complaint No: _____ Diary No: _____ Inquiry Date: _____

Comments of Students' Adviser: _____

Signature: _____ Date: _____

Remarks of Chairman Canteen & Shop Committee: _____

Signature: _____ Date: _____

Section-5: Outcomes/Findings Addressed to the Complainant by:

Email	OR	Telephone
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Addresser Name & Designation: _____ Signature: _____ Date: _____

Copy To: 1. V.P (AF&P) 2. Students' Adviser 3. In-charge (Service Department)