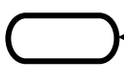
Complaint Flow at the Faculty of Agriculture, Bengkulu University

No	Steps	Managing				Standard Quality		
		People	Web Admin	Faculty Admin	Units	Instrument	Time	Output
1	Send a complaint via the Faculty of Agriculture website (https://agriculture.unib.ac.id/)					Internet	Unlimited	Complaint data
2	Forward complaint to the Faculty of Agriculture Admin based on complaint category					System	1 minute	Complaint data
3	Receive report and forward complaint to the relevant unit					System, email, mail	1 day	Complaint data
4	Receive and respond to complaint					Internet, complaint data	3 days	Complaint response
5	Send response/answer to the admin of the Faculty of Agriculture					Internet, complaint response	1 day	Complaint response
6	Forward the response to the complaint to the reporter via the Faculty of Agriculture email.					System, internet, email, complaint response	1 minute	Complaint response
7	Receive complaint response					Complaint response		