

**UNIT PERNIAGAAN**  
(Business Unit)

**BORANG ADUAN**  
(Complaint Form)

**Nama Pengadu** : .....  
(Name of Complainer)

**Nombor Kad Pengenalan / Pasport Pengadu** : ..... **Nombor Lot** : .....  
(Identification Card No./Passport No. Of Complainer) (Lot No.)

**Nama Syarikat** : ..... **Nombor Telefon** : ..... **Telefon Bimbit** ..... **(Pejabat)**  
(Name of Company) (Contact No.) (Mobile Phone) (Office)

**Jenis Aduan (Sila tandakan yang mana berkenaan) :**  
(Type of Complaint – Please select)

a) **Kerosakan (Defects)**  b) **Kecurian (Theft)**  c) **Lain-lain (Others)**

**Diskripsi Aduan** :  
(Details of Complaint)

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**Sila gunakan kertas berasingan jika ruangan tidak mencukupi**  
(Please use an additional sheet should the space is insufficient)

**Kegunaan Pejabat**  
(For office use)

**Untuk tindakan unit/bahagian/jabatan** : ..... **Nombor Tiket Helpdesk** : .....  
(Responsible Unit/Department) (Helpdesk Ticket No.)

**Tarikh tindakan diambil** : ..... **Ulasan** :  
(Date of action taken) (Remarks)

**Tandatangan & Cop Pegawai/Penolong Pengurus/Ketua Jabatan**  
(Signature of Authorised Officer & Stamp)

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**Nota (Notes) :**

- Aduan yang melibatkan kerosakan yang berpunca daripada kelalaian/perbuatan pengusaha premis tidak akan dipertimbangkan.**  
(Complaints which involve defects caused by the carelessness of the business premise operator will not be considered)
- Aduan yang disertakan dengan bukti yang jelas dan kukuh akan diutamakan.**  
(Complaints with solid evidence will be given priority)
- Tindakan yang diambil adalah berlandaskan kepada hasil siasatan ke atas aduan yang dikemukakan.**  
(Action taken is subject to the outcome of the investigation conducted by Multimedia University toward the complaint)