

Title: Lodging Complaints via the MCMC Redress Portal via <https://aduan.mcmc.gov.my/>

INTRODUCTION:

The MCMC Redress Portal is an online platform provided by the Malaysian Communications and Multimedia Commission (MCMC) to handle consumer complaints related to communications and multimedia services in Malaysia. It offers an easy-to-use interface for users to submit and track complaints.

CFM as the body that operates the Customer Contact Centre in handling the MCMC Redress Portal, provides services that include inbound calls to the MCMC Hotline, advising the public about telecommunications and multimedia, and handling complaints related to telecommunications and multimedia.

CFM also helps mediate customer issues related to GCC, including issues related to the following categories of complaints. For other types of complaints, the issues will be handled and resolved by the respective MCMC or service providers via the MCMC Redress Portal.

FREQUENTLY ASKED QUESTIONS RELATED TO MCMC REDRESS PORTAL (<https://aduan.mcmc.gov.my/>)

How can I lodge a complaint with MCMC Redress Portal?

Answer:

You can lodge complaints through the following methods:

1. Online Submission: Use the MCMC Consumer Redress Portal at <https://aduan.mcmc.gov.my/> to file a complaint.
2. Call:1800-188-030

Are there any other methods to lodge complaints related to communications and multimedia services?

Answer:

You are highly encouraged to lodge your complaints via online channel as provided in this link <https://aduan.mcmc.gov.my/> . However, you are still able to lodge complaints via:

- 1) Walk-In: Ground Floor,
MCMC Tower 2, Jalan Impact, Cyber 6,
63000 Cyberjaya Selangor Darul Ehsan.
- 2) Email: aduan@cfm.my

What information should you provide when lodging a complaint with via MCMC Redress Portal.

Answer:

When lodging a complaint to via MCMC Redress Portal, <https://aduan.mcmc.gov.my>, please prepare the following information and documents for efficient resolution:

1. Personal Details:

This includes your:-

1. Full Name
2. Contact number
3. Email address,
4. Identification number (IC Number).

2. Complaint Details:

Please provide a clear description of the issue, including dates and times of the incident.

3. Service Provider Information:

Please provide the name of the telecommunication or broadcasting service provider that you are facing the issue with

4. Evidence:

Please provide any relevant documents, such as copy of your bills, payment receipts, emails, screenshots (e.g. WhatsApp) or any form of communication or discussion with your service provider and/or other proof supporting your claim.

5. Prior Actions:

Please also provide any steps you've already taken to resolve the issue, including any communication you have had with the service provider. Complainant is required to provide the complaint ID / reference number / ticket number issued by the service provider when submitting a complaint to CFM.

Can I lodge a complaint anonymously through MCMC Redress Portal?

Answer:

No, anonymous complaints are not accepted as we need your personal information to investigate and take the necessary action with the service provider. However, rest assured that your personal details shall be kept confidential and only be used for the purpose of resolving your complaint.

Are there any fees for lodging a complaint to CFM through MCMC Redress Portal portal?

Answer:

No, lodging a complaint to CFM via MCMC Redress Portal is free of charge. The service is provided to ensure consumer rights are protected without any additional cost.

What languages can I use to lodge my complaint?

Answer:

Consumers can lodge complaints in Bahasa Malaysia or English only. However, if you are not able to write in this language and or you have physical restriction (Person with Disabilities) to using the portal you can call MCMC Hotline at 1800-188-030 for our Customer Contact Center officers to help you lodge your complaint.

Is there a time limit for lodging a complaint?

Answer:

While there is no strict time limit to lodge a complaint from the time the issue arises, it is highly recommended that you lodge your complaint as soon as possible after the issue arises to ensure all information and details are fresh so that the process towards resolving the issue can be done promptly.

What happens after I lodge a complaint?

Answer:

Once a complaint is lodged:

1. You will receive a confirmation acknowledgment email with a Complaint ID as a reference number. Please keep the Complaint ID reference number for future communication
2. Service Provider is committed to addressing your complaint in a timely manner. Upon receiving the complaint, the Service Provider will thoroughly investigate the matter and ensure that the resolution is updated on the MCMC Redress Portal within 30 working days. Should the investigation or resolution process require additional time, you will be promptly informed by Service Provider
3. CFM will thoroughly evaluate complaints or disputes raised by complainants if the resolution provided by the Service Provider is deemed unsatisfactory, incomplete, or unresolved within the specified timeframe. This evaluation ensures that the complainant's concerns are addressed fairly and in accordance with General Consumer Code (GCC).

Can I withdraw my complaint after lodging it?

Answer:

Yes, you can withdraw your complaint at any time by submitting your request through the MCMC Redress Portal, emailing aduan@cfm.my, or contacting the MCMC Hotline customer support at 1800-188-030. Please ensure you provide your Complaint ID and any relevant details to facilitate the withdrawal process.

How long does it take to resolve a complaint?

Answer:

Complaint resolution times vary depending on the complexity of the case. However, most complaints are addressed within 15 to 30 working days. You will be updated on the progress by Telecommunication or Broadcasting Service Provider during this period.

What should I do if I do not receive any response from Telecommunication or Broadcasting Service Provider to my complaint within the expected timeframe?

Answer:

If you do not receive a response within the expected timeframe Telecommunication or Broadcasting Service Provider, you should follow up through the MCMC Consumer Redress Portal or contact MCMC Hotline customer support at 1800-188-030 directly. Our customer support will assist in providing an update or escalate the issue to Telecommunication or Broadcasting Service Provider. It's important to inform your Complaint ID when following up to ensure quick resolution.