

Manual For Complaints Filling For Consumers



ACCPC
PROTECTING & PROMOTING CONSUMERS IN ASEAN



Please note the following before submitting your complaint :

1

Complaints filed through the ASEAN Consumer Complaints page are only for complaints relating to the purchase of products or services from businesses located in the ASEAN Member States

2

Complaints can be filed by consumers individually, collectively or as representation of a consumer organization/association.

3

All complaints, together with the supporting documents and data provided, will be treated with the utmost confidentiality and will only be used for the purposes of complaint handling by the ASEAN Committee on Consumer Protection (ACCPC) Focal Points.

INSTRUCTION FILL IN CONSUMER DATA



ACCPC
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FULL NAME & SALUTATION

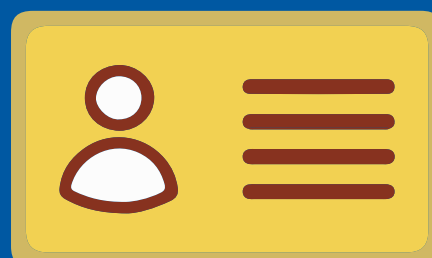
EXAMPLE →

Full Name & Salutation *

Jhon Doe

Please enter your full name according to your resident identity card and salutation (Mr., Ms. or Mrs.,)

1



EMAIL

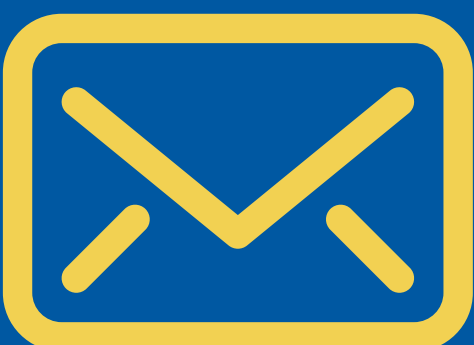
EXAMPLE →

Email *

Jhondoe7@gmail.com

Please enter your active e-mail address

2



NUMBER PHONE

EXAMPLE →

Phone *

+65xxxxxxxxxxxx

Please enter your phone number including your country code (for example, Indonesia +62).

3



GENDER

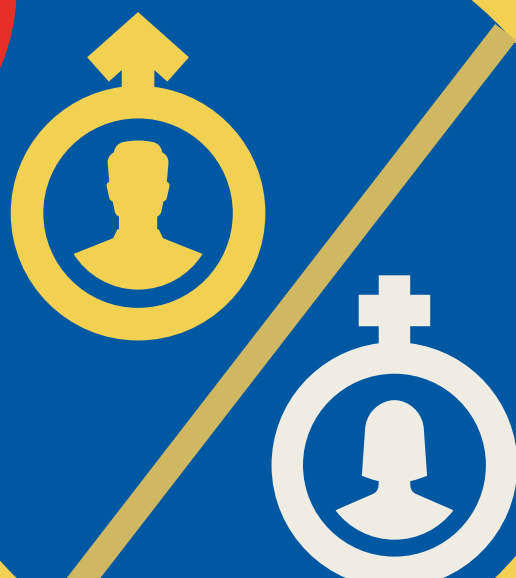
EXAMPLE →

Gender *

Male

Please Select Your Gender. Or If You Want To Keep It Confidential, select "Prefer Not To Say"

4



INSTRUCTION
FILL IN CONSUMER DATA



ACCIP
PROTECTING & PROMOTING CONSUMERS IN ASEAN

NATIONALITY

EXAMPLE →

Nationality *
Singapore

Please Select Your Country Of Origin
According To Your Resident Identity Card

5



ID NUMBER/PASSPORT NUMBER

EXAMPLE →

ID Number / Passport Number *
ID Number / Passport Number



Please enter your Passport or ID number

6



CURRENT LOCATION

EXAMPLE →

Current Location *
(The country where you are currently based in)
Singapore

Please select your country of residence

7



8

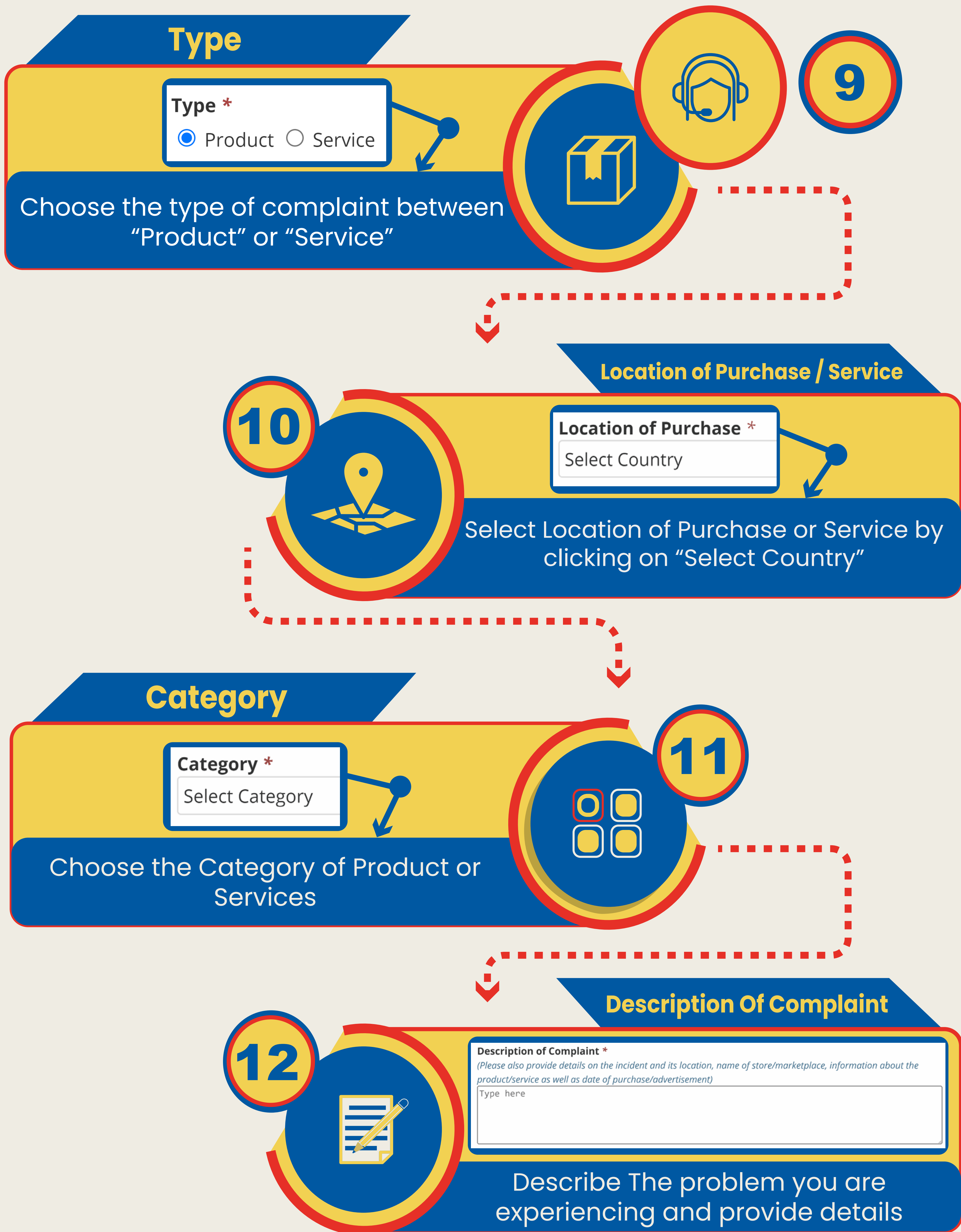


ADDRESS

EXAMPLE →

Address
Mr. John Doe. 132, My Street, Kingston, New
York 12401

Please enter your home address



INSTRUCTION FILL IN COMPLAINT DATA



Upload Document

Upload document

(Can be in form of screenshots of the advertisements in any channels, conversations with seller via messaging apps, proof of payment/invoice, delivery slips, etc) **Pilih File** Tidak ada file yang dipilih
(Max. size: 200MB. For single documents, .png, .jpg, .pdf allowed. For multiple documents, .zip, .rar allowed)

Upload documents that support your complaint regarding the product or service



13

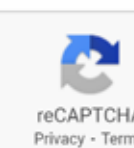
Agree with terms and Verify

14



☒ By clicking "Submit", I agree that the information provided by me in this form will be shared with and used by the relevant national consumer protection authority of the ASEAN Member State ("AMS") in which the trader referred to in the complaint is located, and the relevant parties in the AMS's consumer protection framework in order to facilitate the provision of assistance on the complaint and its resolution.

☒ I'm not a robot



Read carefully and tick the box if you agree to the terms and confirm by clicking "i'm not a robot"

Preview & Submit

Preview

Submit

Press the "Preview" button if you want to see a preview of your data beforehand, or press 'Submit' to send your complaint immediately



15

Preview Display

Preview Complaint "Product"

Complaint Form

Consumer Data

Full Name & Salutation :
John Doe

Email :
JohnDoe7@gmail.com

Phone :
+628123456789

Gender :
m

Nationality :
Brazil

ID Number / Passport Number :
123456789

Current Location :
Indonesia

Address :
-

Complaint Data

Type :
Product

Location of Purchase :
Indonesia

Category :
Electronics

Description of Complaint :
abcde fgh i j k l m n o p q r s t u v w x y z

Upload document

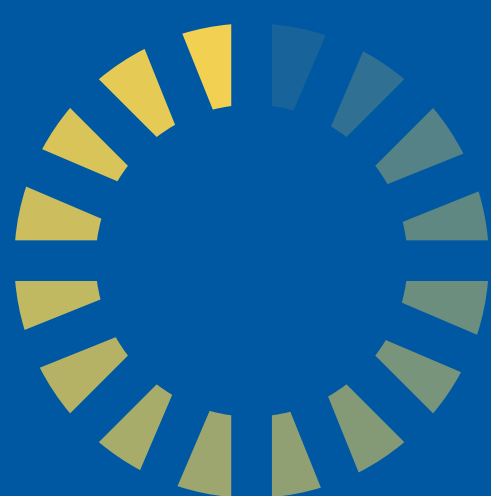
Send/Finish



Once submitted, you will receive your complaint ticket and tracking number in your email, based on the email address you provided in the form



Your complaint will then be further processed by the ACCP Focal Point based on the location of the purchase



The ACCP Focal Point will review the complaint and may contact you for further details



The standard processing time for administering complaint is 30 days, but this may be extended in certain circumstances.





You can also track the status of your complaint [on this page \(https://aseanconsumer.org/tracking-number \)](https://aseanconsumer.org/tracking-number) by entering your tracking code or ID card/passport. The following defines the status of complaints once submitted to the website:

Received: the complaint is submitted successfully to the website.

1

2

Processed: an investigation of the complaint is undergone by the relevant ACCP focal point for investigation. This includes further mediation process, if necessary.

Awaiting Details: the ACCP focal point may contact the complainant in this stage to get further details about the complaint that are yet to be provided in the form

3

4

Referred: after further investigation, the ACCP focal point refer the complaint to more relevant authorities (e.g. sectoral regulators, etc.) that may be more suited to resolve the complaint in the country.

Resolved: the complaints have been looked into and settled. Complaints will also be marked “resolved” if the authority has come up with a decision that it cannot be further pursued, with further explanation to the complainant

5