



ONLINE COMPLAINT HANDLING-SUBMISSION THROUGH CUSTOMER SUPPORT PORTAL

The Customer Support portal is an online channel to enable receipt and management of complaints from clients both internal and external, all complaints are to be centrally managed through the support portal for faster escalation and closure.

Kindly advise all clients internal and external to make use of the platform as we continuously improve customer service and experience for our stakeholders.

1. VISIT THE LINK: <https://support.unbs.go.ug>.

2. NO LOGIN REQUIRED. In your preferred browser visit <https://support.unbs.go.ug/>.

Information Required

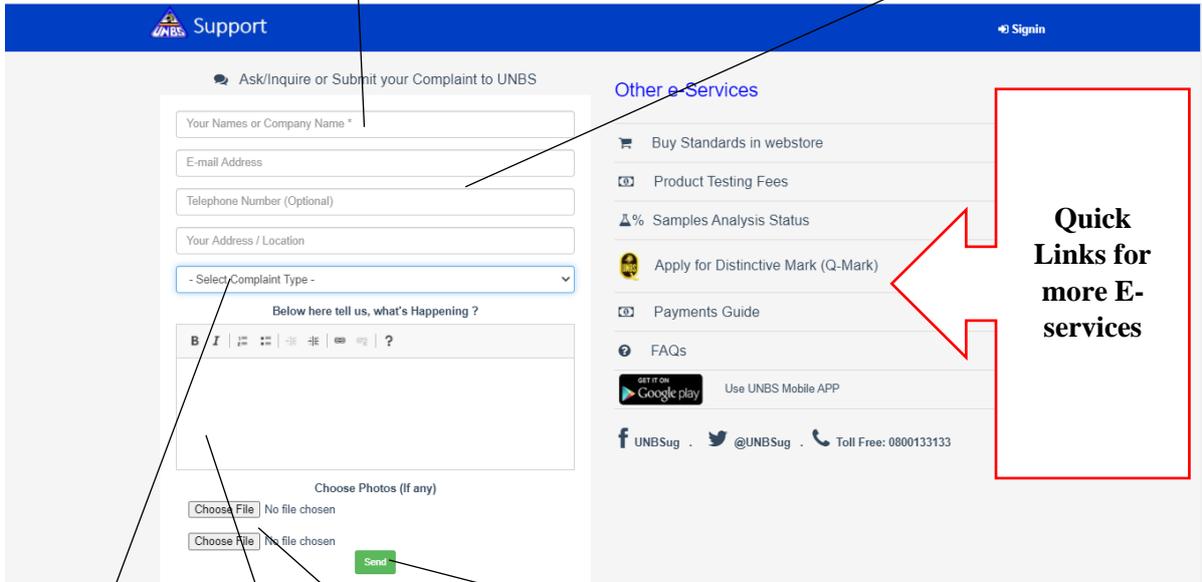
1. Names of complainant/company
2. Email address of complainant in order for the complainant to receive feedback
3. Phone number of complainant to enable further management by the UNBS customer care
4. Location of client
5. Complaint type from drop down ***General Inquiry, Website inquiry , Standards Inquiry, Imports Inspection query, Laboratory Services, product certification (Q-Mark), equipment calibration, Minzani Inquiry , Fraud alert, Petrol/fuel inquiry**
6. Detail the complaint and attach at least 2 photo(S) if available to add evidence towards the complaint.

Other E-services that can be accessed through the Customer support portal quick links:

1. Webstore
2. Product Testing Fees
3. Sample Analysis Status
4. Apply for Q-Mark
5. Payments Guide
6. Access to the mobile APP

Name of client/company

**Phone & Email address of
client/company receiving
feedback**



The screenshot shows the 'Support' page of the UNBS website. The main content area is titled 'Ask/Inquire or Submit your Complaint to UNBS'. It contains a form with the following fields: 'Your Names or Company Name *', 'E-mail Address', 'Telephone Number (Optional)', 'Your Address / Location', and a dropdown menu for '- Select Complaint Type -'. Below these fields is a text area for 'Below here tell us, what's Happening ?' with a rich text editor toolbar. At the bottom of the form are two 'Choose File' buttons for attaching photos and a green 'Send' button. The right sidebar, titled 'Other e-Services', lists various services: 'Buy Standards in webstore', 'Product Testing Fees', 'Samples Analysis Status', 'Apply for Distinctive Mark (Q-Mark)', 'Payments Guide', and 'FAQs'. It also includes a 'Use UNBS Mobile APP' button and social media links for Facebook and Twitter, along with a toll-free number: 0800133133.

**Quick
Links for
more E-
services**

**Select complaint type to
classify the
complaint/inquiry for
faster management**

**Attach photos/media as
evidence to support the
complaint/inquiry**

**Type in details
documenting the
complaint/inquiry**

**Submit the
complaint/inquiry**