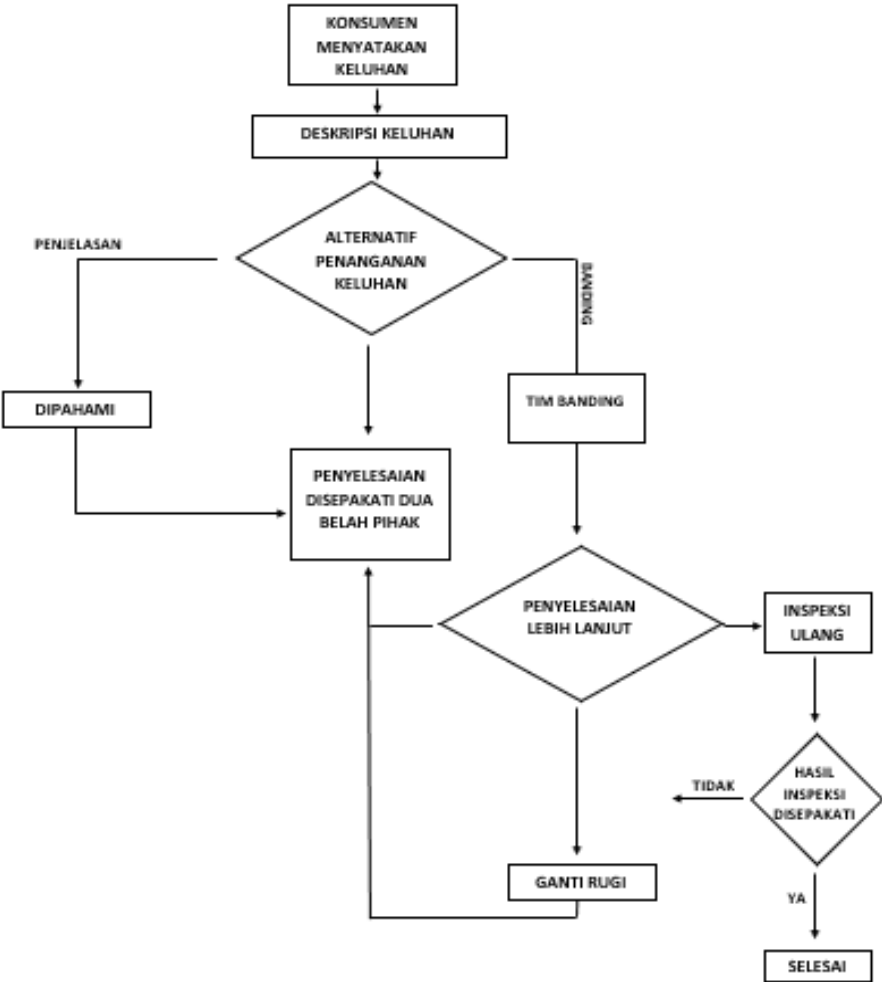


ALUR KELUHAN GANTI RUGI DAN BANDING

PELAKSANAAN	KETERANGAN
 <pre> graph TD A[KONSUMEN MENYATAKAN KELUHAN] --> B[DESKRIPSI KELUHAN] B --> C{ALTERNATIF PENANGANAN KELUHAN} C -- PENJELASAN --> D[DIPAHAMI] C --> E[PENYELESAIAN DISEPAKATI DUA BELAH PIHAK] C -- BANDING --> F[TIM BANDING] F --> G{PENYELESAIAN LEBIH LANJUT} G --> E G --> H[INSPEKSI ULANG] H --> I{HASIL INSPEKSI DISEPAKATI} I -- TIDAK --> G I -- YA --> J[SELESAI] G --> K[GANTI RUGI] K --> E </pre> The flowchart illustrates the process for handling complaints, including the option to file an appeal (banding) and request compensation (ganti rugi). It starts with a consumer stating a complaint, followed by a description and a decision on alternative handling. If not understood, it leads to mutual agreement or an appeal. The appeal process involves a banding team, further resolution, and a re-inspection. If the re-inspection is not agreed upon, it loops back to further resolution. If agreed, the process ends with compensation or completion.	Konsumen menghubungi LIT karena keluhan Penjelasan keluhan LIT memberi penjelasan atas keluhan konsumen Jika dipahami, ada penyelesaian Jika tidak selesai, konsumen mengajukan banding Pembentukan tim banding Tim banding menawarkan alternatif inspeksi ulang Keluhan selesai jika inspeksi ulang disetujui Jika tidak disetujui, tim banding menawarkan ganti rugi yang disepakati oleh kedua belah pihak Selesai