



**CASE NAME:** Old\_Case792

**STATE:** West Bengal

**COLLEGE NAME:** Institute of Hotel Management, Kolkata

**COMPLAINT NO.:** WB-792

## **COMPLAINT LOG HISTORY**

11 Days, 1 Hour Later

**DATE:** 2013-09-27 10:32:00

**TITLE:** STUDENT CONFIRMS CLOSURE

11 Days, 1 Hour Later

**DATE:** 2013-09-27 10:24:31

**TITLE:** PENDING CLOSURE WAITING FOR STUDENT CONFIRMATION

11 Days, 1 Hour Later

**DATE:** 2013-09-27 10:18:57

**TITLE:** SUPERVISOR'S COMMENTS

10 Days, 7 Hours Later

**DATE:** 2013-09-26 16:15:15

**TITLE:** COMPLAINT SENT BACK TO CALL CENTRE

10 Days, 7 Hours Later

**DATE:** 2013-09-26 16:14:51

**TITLE:** MONITORING AGENCY COMMENTS

7 Days, 6 Hours Later

**DATE:** 2013-09-23 16:02:22

**TITLE:** COMPLAINT TRANSFERRED TO MONITORING AGENCY

7 Days, 6 Hours Later

**DATE:** 2013-09-23 15:31:22

**TITLE:** SUPERVISOR'S COMMENTS

3 Days, 4 Hours Later

**DATE:** 2013-09-19 13:24:27

**TITLE:** EMAIL SENT

2 Days, 3 Hours Later

**DATE:** 2013-09-18 12:50:48

**TITLE:** EMAIL SENT

1 Day, 4 Hours Later

**DATE:** 2013-09-17 13:45:48

**TITLE:** EMAIL SENT

1 Day, 4 Hours Later

**DATE:** 2013-09-17 13:15:42

**TITLE:** EMAIL RECEIVED

3 Hours, 55 Minutes Later

**DATE:** 2013-09-16 13:08:49

**TITLE:** PHONED

3 Hours, 23 Minutes Later

**DATE:** 2013-09-16 12:36:31

**TITLE:** EMAIL RECEIVED

2 Hours, 22 Minutes Later

**DATE:** 2013-09-16 11:35:10

**TITLE:** EMAIL SENT

2 Hours, 19 Minutes Later

**DATE:** 2013-09-16 11:32:33

**TITLE:** PHONED

2 Hours, 11 Minutes Later

**DATE:** 2013-09-16 11:24:40

**TITLE:** PHONED

1 Hour, 42 Minutes Later

**DATE:** 2013-09-16 10:55:48

**TITLE:** PHONED

1 Hour, 23 Minutes Later

**DATE:** 2013-09-16 10:36:44

**TITLE:** EMAIL SENT

1 Hour, 16 Minutes Later

**DATE:** 2013-09-16 10:29:16

**TITLE:** PHONED

1 Hour, 3 Minutes Later

**DATE:** 2013-09-16 10:16:01

**TITLE:** PHONED

**DATE:** 2013-09-16 09:12:54

**TITLE:** BASIC COMPLAINT DETAILS