

**CONSUMER SATISFACTION AND COMPLAINT HANDLING IN
HIGH INVOLVEMENT PRODUCTS**

By

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RECOMMENDATION

This is to certify that the thesis

Submitted by:
Sunita Shrestha

Entitled
**" Consumer Satisfaction and Complaint Handling in High Involvement
Products "**

has been prepared as approved by the Department in the prescribed format
of Faculty of Management, This thesis is forward for examination.

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VIVA- VOCE SHEET

We have conducted the viva- voce examination of the thesis Presented by
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Products"**

and found the thesis to be the original work of the student and written according to prescribed format. We recommend the thesis to be accepted as partial fulfillment of the requirements of Master' Degree in Business (M.B.S.).

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I apologize for any errors committed in this study.

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