

# **CONSUMER SATISFACTION AND COMPLAINT BEHAVIOR IN HIGH INVOLVEMENT PRODUCTS**

**By**

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**In partial fulfillment of the requirements of the Degree of Master of  
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# RECOMMENDATION

This is to certify that the thesis

Submitted by:

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Entitled

**"Consumer Satisfaction and Complaint Behavior 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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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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## DECLARATION

I hereby declare that the work reported in this thesis entitled “**Consumer Satisfaction and Complaint Behavior In High Involvement Products**” submitted to central Department of Management, Tribhuvan University, is my original work done in the form of partial fulfillment of the requirement for the Master’s Degree in Business Studies under the guidance and supervision of Professor Dr. Kundan Dutta Koirala, Central Department of Management, Tribhuvan University, Kirtipur, Kathmandu, Nepal.

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