



## FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send a feedback?</p>	<ol style="list-style-type: none"> <li>1. Get a copy of the Client Satisfaction Survey (CSR) Form.</li> <li>2. Answer the CSR Form.</li> <li>3. Check the Feedback and/or Commendation portion of the CSR Form.</li> <li>4. Drop it in the designated drop box in front of the Public Assistance Unit Office.</li> </ol>
<p>How feedback is processed?</p>	<p>Every Friday, the Public Assistance Officer shall open the drop box, and compile and record all feedback submitted.</p> <p>Feedback requiring answers shall be forwarded to the relevant offices and where they are required to answer within three (3) days upon receipt of the feedback.</p> <p>The answer of the concern office shall be then relayed to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number and email address:</p> <p><a href="mailto:scis.smcrd2019@gmail.com">scis.smcrd2019@gmail.com</a></p> <p>8926 5595          Louise Andrea Gonzales (Public Assistance Unit)          8927 6336          Julie Gorospe Ibulan          Stakeholder Management and Conflict Resolution Division</p>
<p>How to file complaints?</p>	<ol style="list-style-type: none"> <li>1. Get a copy of the Client Satisfaction Survey (CSR) Form.</li> <li>2. Answer the CSR Form.</li> <li>3. Check the <b>Complaint portion</b> of the CSR Form.</li> <li>4. Drop the CSR Form at the designated drop box in front of the Public Assistance Unit Office.</li> <li>5. Complaints can also be filed via telephone. Make sure to provide the following information:             <ul style="list-style-type: none"> <li>• Name of person being complained</li> <li>• Incident</li> <li>• Evidence</li> </ul> </li> </ol>



<p>How complaints are processed?</p>	<p>The Public Assistance Officer (PAO) shall open the complaints drop box on a weekly basis and evaluate each complaint. The complaints shall be classified according to gravity:</p> <ul style="list-style-type: none"> <li>• Minor</li> <li>• Moderate</li> <li>• Very Grave</li> </ul> <p>Upon evaluation, and approval of the SMCRD Chief, the PAO shall forward the complaint to the relevant office for their appropriate action. The minor complaint shall be submitted to SMCRD; moderate to Office of the Assistant Secretary for HRDS; and very grave complaint to the Office of the Secretary.</p>
<p>Contact Information of Anti-Red Tape Authority (ARTA)</p>	<p>Ground Floor HPGV Building (Formerly Accelerando), 395 Senator Gil J. Puyat Avenue, 1200 Makati City Hotline: 1-ARTA (1-2782) Contact No.: (02) 478-5091, 478-5099 Email: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> Web: <a href="http://arta.gov.ph/pages/complaintform.php">http://arta.gov.ph/pages/complaintform.php</a></p>
<p>Contact Information of Presidential Complaint Center (PCC)</p>	<p>Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila Hotline: 8888 Contact No. (02) 736 8621, 736 8645, 736 8603, 736 8629, 736 8621 Email: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> Web: <a href="https://op-proper.gov.ph/presidential-action-center/">https://op-proper.gov.ph/presidential-action-center/</a></p>
<p>Contact Information of Contact Center ng Bayan (CCB)</p>	<p>Text: 0908 881 6565 Contact No.: 1-6565 (Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines) Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Web: <a href="http://contactcenterngbayan.gov.ph/contact-us">http://contactcenterngbayan.gov.ph/contact-us</a></p>
<p>Contact Center of the Office of the Ombudsman (OMB)</p>	<p>Ombudsman Building, Agham Road, North Triangle, Diliman, Quezon City Contact No.: (02) 9262-OMB (662) Text Hotline: 0926 994 703 Lifestyle Check: (02) 927-4102, 927-2404 Trunkline: (02) 479-7300 Email: <a href="mailto:pab@ombudsman.gov.ph">pab@ombudsman.gov.ph</a></p>