



## VI. FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	<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>
How feedback is processed?	<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><u><a href="mailto:scis.smcrd2019@gmail.com">scis.smcrd2019@gmail.com</a></u></p> <p>8926 5595 Louise Andrea Gonzales (Public Assistance Unit)</p> <p>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>



Contact Information of Presidential Complaint Center (PCC)

Contact Information of Contact Center ng Bayan (CCB)

Contact Center of the Office of the Ombudsman (OMB)

Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila Hotline:8888

Contact No. (02)736 8621, 736 8645, 736 8603, 736 8629, 736 8621 Email: [pcc@malacanang.gov.ph](mailto:pcc@malacanang.gov.ph)

Web: <https://op-proper.gov.ph/presidential-action-center/>

Text: 0908 881 6565

Contact No.: 1-6565 (Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines)

Email: [email@contactcenterngbayan.gov.ph](mailto:email@contactcenterngbayan.gov.ph)

Web: <http://contactcenterngbayan.gov.ph/contact-us>

Ombudsman Building, Agham Road, North Triangle, Diliman, Quezon City Contact No.: (02) 9262-OMB (662)

Text Hotline: 0926 6994 703

Lifestyle Check: (02) 927-4102, 927-2404 Trunkline: (02) 479-7300

Email: [pab@ombudsman.gov.ph](mailto:pab@ombudsman.gov.ph)