



QUEZON CITY GOVERNMENT
Quezon City General Hospital
Public Assistance Desk
CITIZEN'S CHARTER



Conduct of Client Satisfaction Survey

Schedule of Availability of Service

- Days** : Monday – Friday (except Holiday)
Hours : 8:00 am – 5:00 pm (no noon break)
Who May Avail of the Service : General Public
Documentary Requirements : Hospital Client Experience Survey (HCES) Form, Completed CSS Slip
Processing Period : 8 minutes & 30 seconds
How to avail of the Service

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Get the HCES form. <i>(Kumuha ng HCES form)</i>	Guide the patient/relative or client on how to answer the HCES form. <i>(Gabayan ang pasyente/kamag-anak ng pasyente o kliyente sa pagsagot ng HCES form)</i>	3 minutes <i>(3 minuto)</i>	Public Assistance Desk Officer	None <i>(Wala)</i>	Hospital Client Experience Survey (HCES) Form
2	Answer the HCES form <i>(Sagutan ang HCES form)</i>	Checks for the completeness of the filled out HCES form. <i>(Suriin ang kakumpletuhan ng HCES form)</i>	5 minutes <i>(5 minuto)</i>		None <i>(Wala)</i>	
3	Drop the accomplished HCES form in the suggestion box at the PAD. <i>(Ihulog ang sinagutang HCES form sa suggestion box ng PAD)</i>	Attached Completed CSS slip to patient's Statement of Account. <i>(Ilakip ang Completed CSS slip sa Statement of Account ng pasyente)</i>	30 seconds <i>(30 segundo)</i>		None <i>(Wala)</i>	Completed CSS Slip
END of TRANSACTION						



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Receiving and Processing of Complaints

Schedule of Availability of Service

Days	:	Mondays – Fridays (except Holiday)
Hours	:	8:00 am – 5:00 pm (no noon break)
Who May Avail of the Service	:	General Public
Documentary Requirements	:	Complaint Form, Valid Government Issued Identification Card of the Complainant
Processing Period	:	7 days and 4 hours
How to avail of the Service	:	

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Lodge complaint (verbal, written, e-mail) <i>(Magpahayag ng berbal, nakasulat, e-mail na reklamo)</i>	Receive the complaint. <i>Tanggapin ang reklamo.</i> Provide frontline resolution to simple issues. <i>Magbigay ng agarang solusyon sa mga simpleng reklamo.</i>	2 hours <i>(2 oras)</i>	Public Assistance Desk Officer	None <i>(Wala)</i>	Complaint Form
2	Fill out and submit duly accomplished complaint form. <i>Sagutan at ipasa ang complaint form.</i> Client may also email their complaint through qcgh@quezoncity.gov.ph <i>Maaaring mag-email ng reklamo sa qcgh@quezoncity.gov.ph</i>	<u>For complex complaint:</u> Receive and check the documentary requirements of the complaint submitted. <i>Tanggapin at suriin ang mga kinakailangan sa isinumite na reklamo.</i> Forwards to the office of the hospital director. <i>Dalhin sa opisina ng director ng ospital.</i>	1 hour <i>(1 oras)</i>			
3	Waits for the decision. <i>Maghintay ng desisyon.</i>	Refer the complaint to appropriate office. Concerned office will initiate investigation and submit a report to the hospital director. <i>I-refer ang reklamo sa kinaaukulang opisina upang gumawa ng imbestigasyon at magsusumite ng ulat sa direktor ng ospital.</i> <i>*Complaints needing legal actions takes more than 72 hours.</i> <i>Ang mga reklamo na nangangailangan ng mga legal na aksyon ay tumatagal ng higit sa 72 oras.</i>	7 days <i>(7 araw)</i>	Hospital Director and Concerned Department		Complaint Form
4	Receive response letter of the complaint. <i>Tumanggap ng sagot sa reklamo.</i>	Mail/E-mail the copy of the complaint resolution. <i>I-mail/E-mail ang kopya ng resolusyon ng reklamo.</i>	1 hour <i>(1 oras)</i>	Public Assistance Desk Officer		Communication Letter / Report and other relevant documents
END of TRANSACTION						



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