



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 : Patients / Clients
Documentary Requirements : Hospital Client Experience Survey (HCES) Form
Processing Period : 7 minutes
How to avail of the Service

STEP	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Get / Receives the HCES form. (<i>Kumuha / Tanggapin ang HCES form</i>)	Give out the survey form to patient / companion and instruct them on how to answer the HCES form. (<i>Bigyan at Gabayan ang pasyente /kasama sa pagsagot ng HCES form</i>)	2 minutes (<i>2 minuto</i>)	Public Assistance Desk Officer (PADO)	None (<i>Wala</i>)	Hospital Client Experience Survey (HCES) Form
2	Fill-out the HCES form and submit to PADO. (<i>Sagutan ang HCES form at i-sumite sa PADO</i>) Drop the accomplished HCES form in the suggestion box at the PAD. (<i>Ihulog ang sinagutang HCES form sa suggestion box ng PAD</i>)	Checks for the completeness of the filled out HCES form. (<i>Suriin ang pagkakumpleto ng HCES form</i>)	5 minutes (<i>5 minuto</i>)		None (<i>Wala</i>)	
			7minutes (<i>7 minuto</i>)			
END of TRANSACTION						



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Receiving and Processing of Complaints

Schedule of Availability of Service

Days	:	Monday – Friday (except Holiday)
Hours	:	8:00 am – 5:00pm (no noon break)
Who May Avail of the Service	:	Patients / Clients
Documentary Requirements	:	Complaint Form, Electronic mail from various government complaint channels, Valid Government Issued Identification Card of the Complainant, Other pertinent documents related to complaint
Processing Period	:	3-7-20 day rule of ARTA
How to avail of the Service		

STEP	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Lodge complaint (verbal, written, e-mail) (Magpahayag ng berbal, nakasulat, e-mail na reklamo)	Receive and listens to the details of the complaint. (Tanggapin at pakinggan ang mga detalye ng reklamo) Provide frontline resolution to simple issues. (Magbigay ng agarang solusyon sa mga simpleng reklamo)	2 hours (2 oras)	Public Assistance Desk Officer	None (Wala)	Complaint Form and other pertinent documents related to complaint
2	<u>Walk-In</u> Fill out and submit duly accomplished complaint form. (Sagutan at ipasa ang complaint form)	Receive and check the documentary requirements of the complaint submitted. (Tanggapin at suriin ang mga kinakailangan sa isinumite na reklamo)	1 hour (1 oras)	Public Assistance Desk Officer		
	<u>Via email</u> qcgh@quezoncity.gov.ph or public assistance@qcgh.org (Maaaring mag-email ng reklamo sa qcgh@quezoncity.gov.ph o assistance@qcgh.org)	Forwards to the office of the hospital director and shall transmit the complaint to the concerned office for their appropriate action. (Ipasa sa opisina ng direktor ng ospital at ipapadala sa kinauukulang tanggapan para sa naaangkop na aksyon)	24 hours (24 oras)	Public Assistance Desk Officer Hospital Director		Complaint Form and other pertinent documents related to complaint
3	Waits for the decision. Maghintay ng desisyon.	Concerned office will initiate investigation and submit a report to the hospital director. (Ang kinauukulang tanggapan ay magsasagawa ng imbestigasyon at magsusumite ng ulat sa direktor ng ospital.)	Simple: 72 hours (3 working days) Complex: 168 hours (7 working days)	Concerned Office		Complaint Form and other pertinent documents related to complaint



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			Highly technical: 480 hours (20 working days)			
4	Receive response / resolution letter of the complaint. <i>Tumanggap ng sagot / resolusyon sa reklamo.</i>	Sends the copy of the complaint resolution through mail / e-mail / in-person. <i>(Magpadala ng kopya ng resolusyon ng reklamo sa pamamagitan ng liham / e-mail / personal)</i>	8 hour (8 oras)	Public Assistance Desk Officer		Response Letter / Report and other relevant documents
			3-7-20 day rule of ARTA			
END of TRANSACTION						