

# **QUEZON CITY PROTECTION CENTER**

## **CITIZEN'S CHARTER**

2023 (2nd Edition)

## I. Mandate

The Quezon City (QC) Protection Center for Victims of Gender-Based Violence and Abuse responds to the following laws and provisions:

- *UN Convention on the Elimination of Discrimination Against Women*

An international declaration of the rights of women ratified by the Philippine Government in August 1981 “defines what constitutes discrimination against women and sets up an agenda for national action to end such discrimination” including the establishment of public institutions to ensure the effective protection of women against discrimination and ensure elimination of all forms of discrimination against women.”

- *UN Convention on the Rights of the Child*

An international instrument that recognizes the full rights of children ratified by the Philippine Government in July 1990 which recognizes and upholds the inherent dignity and harmonious development of every child including developing and undertaking actions and policies that would protect and ensure that the rights of children to survival, development, protection, and participation are respected.

- *The 1987 Constitution of the Republic of the Philippines*

Section 3. The State shall defend the right of children to assistance, including proper care and nutrition, and special protection from all forms of neglect, abuse, cruelty, exploitation, and other conditions prejudicial to their development.

- *Republic Act 9710 or the Magna Carta of Women*

Section 9 states that all women shall be protected from all forms of violence and that agencies of government shall give priority to the defense and protection of women against gender-based offenses and help women attain justice and healing. Sec. 9 also mandates the establishment of violence against women’s desks in every barangay to ensure that violence against women cases is fully addressed in a gender-responsive manner.

Section 31 states that women in especially difficult circumstances (WEDC) shall be provided with services and interventions as necessary such as but not limited to, the following: temporary and protective custody, medical and dental services, psychological evaluation, counseling, psychiatric evaluation, legal services, productivity skills capacity-building, livelihood assistance and job placement, financial assistance, and transportation assistance.

- *The Child and Youth Welfare Code (PD 603)*

Article 3, Section 10 states that every child has the right to the care, assistance, and protection of the State, particularly when his parents or guardians fail or are unable to provide him with his fundamental needs for growth, development, and improvement.

- *Republic Act 7610 or the Special Protection of Children against Child Abuse, Exploitation and Discrimination Act*

Section 2 mandates the protection and rehabilitation of children gravely threatened or endangered by circumstances that affect or will affect their survival and normal development, and over which they have no control.

- *Republic Act 9262 or the Anti-Violence against Women and Children Act*

Section 40 mandates the provision of temporary shelters, counseling, psycho-social services and/or, recovery, rehabilitation programs and livelihood assistance.

- *RA 8505 or the Rape Victim Assistance and Protection Act*

Section 3 orders the establishment in every province and city a rape crisis center located in a government hospital, health clinic, or any other suitable place that will provide psychological counseling, medical and health services including medico-legal examination, free legal assistance, and privacy and safety for victims.

- *SP-1401, S-2004 of the Quezon City Gender and Development Code*

Section 12 mandates the comprehensive support for women-survivors of violence.

- *Quezon City Ordinance S-566, S97*

The Ordinance designates a portion of the Quezon City General Hospital as a "Crisis Center for Battered Women."

- *Quezon City Ordinance SP-2191, S-2012*

Creating a Quezon City Protection Center for women, children, lesbians, gays, bisexuals, and transgenders who are victims/survivors of violence and abuse, adopting a comprehensive program thereof, and for other purposes

- *Quezon City Ordinance SP-2701, S-2018 Amending QC Ordinance SP-2191, S-2012*

## **II. Vision**

The Quezon City Protection Center envisions a city that respects the rights of women, children, lesbians, gays, bisexuals, and transsexuals, and protects them from all forms of abuse, violence and exploitation.

## **III. Mission**

The Quezon City Protection Center is committed to providing a one-stop-shop crisis center with a multi-disciplinary approach to quality care and treatment for victim-survivors of abuse, violence, and exploitation and their families. It is also committed to empowering the community to respect and protect the rights of women, children, lesbians, gays, bisexuals, and transsexuals through information campaigns and education.

## **IV. Service Pledge**

We are dedicated to providing comprehensive, gender-responsive services and interventions, serving justice, healing, and recovery for children, women, and LGBTQIA+ persons who are victims-survivors of gender-based violence.

## V. LIST OF SERVICES

<b>Unit, Service Title</b>	<b>Page Number</b>
<b>A. CASE MANAGEMENT UNIT</b> Intake Interview and Psychosocial Counseling Facilitate Referral for Appropriate Interventions within and to Outside Agencies/ Resources	<b>6-8</b>
<b>B. MEDICAL SUPPORT UNIT</b> <b>Medical Service</b> Medicolegal Examination (physical/ genital/ ano-genital) Medical Laboratory Tests <ul style="list-style-type: none"><li>• Reproductive tract infection (RTI), sexually transmitted infection (STI), and (HIV/AIDs)</li><li>• Provision of emergency contraceptives (oral) to victims of sexual assault within 72 hours after the incident of assault.</li><li>• Provision of Post-Exposure Prophylaxis (PEP) to female sexual assault survivors within 72 hours after the incident of assault.</li></ul> Medical Consultation/ Counseling	<b>9-10</b>
<b>C. COUNSELING UNIT</b> <b>Psychological Service</b> Psychological Counseling Psychological Assessment and Evaluation	<b>10-12</b>
<b>D. LEGAL &amp; SECURITY UNIT</b> <b>Legal Service</b> Legal Consultation Legal Counseling Issuance of Referral Letter to Other Agencies	<b>12-13</b>
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## 1. CASE MANAGEMENT UNIT

### a. Intake Interview & Psychosocial Counseling

The victim survivor is interviewed for the first time, and this process includes obtaining consent for the interview and any additional services that may be requested or necessary, as well as providing orientation on the services that are available.

Provide psychosocial counseling that is gender-sensitive, empowering, and tailored to the individual client's needs to give them an opportunity to validate their experiences and give them information they need to make their own decisions.

<b>Division/Unit</b>	Case Management Unit	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2C - Government to Client	
<b>Who may Avail</b>	<ul style="list-style-type: none"> <li>• Walk-in;</li> <li>• Thru referrals</li> </ul>	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
<p>Preferably with the ff:</p> <p>A. Referral letter from the barangay, police, school, NGO or other institutions</p> <p>B. Barangay blotter or police report, if available</p> <p>C. Valid ID</p>	<ul style="list-style-type: none"> <li>• Barangay, police, school, NGO, or SSDD</li> <li>• Barangay or police</li> </ul>	

<b>Client Steps</b>	<b>Agency Actions</b>	<b>FEES</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. For walk-ins - proceed to the officer in charge at the receiving area	1.1 Conduct of an initial interview and briefing after filling-up the consent form  1.2 Assessment and endorsement to concerned units	None	20 mins.	<i>Social worker</i>
2. With referral - Present the available documents to the officer in charge at	2.1 Conduct of an initial interview and briefing after filling-up the consent form  2.2 Provide psychosocial	None	1 hour & 30 mins.	<i>Social worker</i>

the receiving area	counseling  2.3 Assessment and endorsement to concerned units			
		<b>Total</b>	<b>1 hour &amp; 50 mins.</b>	

**b. Facilitation of Appropriate Interventions**

Ensure assistance to relevant units or person-in-charge and provide proper interventions.

<b>Division/Unit</b>	Case Management Unit		
<b>Classification</b>	Simple		
<b>Type of Transaction</b>	G2C - Government to Client		
<b>Who may Avail</b>	<ul style="list-style-type: none"> <li>Assessed/Evaluated Clients</li> </ul>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Preferably with the ff: A. Referral letter from the barangay, police, school, NGO or the Social Services Development Department B. Barangay blotter or police report, if available C. Patient ID slip D. Valid ID		<ul style="list-style-type: none"> <li>Barangay, police, school, NGO, or SSDD</li> <li>Barangay or police</li> <li>QC General Hospital- Medical Records Section (Emergency Room or Outpatient Department)</li> </ul>	

<b>Client Steps</b>	<b>Agency Actions</b>	<b>FEES</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Proceed to the concerned unit in QC Protection Center / QC General Hospital for necessary procedures	1.1 Assist to QCGH-ER (Surgery) for cases involving physical injuries  1.2 Assist to QCGH-ER (Pedia) for cases involving sexual assault of children (17 and below) 1.3 Assist to QCPC medical unit for cases involving	None	20 mins.  20 mins.  20 mins.	<i>Social worker</i>

	<p>sexual assault of adults (18 and above)</p> <p>1.4 Assist to QCGH-Psychiatry Department for clients (18 and above) proper medication due to disturbances on mental health</p> <p>1.5 Schedule for an appointment to the legal unit for consultation and counseling</p> <p>1.6 Schedule for an appointment for psychosocial counseling</p> <p>1.7 Assist to QCGH-treatment hub for HIV screening and treatment</p> <p>1.8 Endorsement to agencies that can accommodate their other requests</p> <p>1.9 Issue a referral letter</p> <p>2.0 Recommends victim-survivor for livelihood assistance through the Tindahan ni Ate Joy Program</p> <p>2.1 Conduct aftercare, monitoring and follow-up</p>		<p>20 mins.</p> <p>10 mins.</p> <p>10 mins.</p> <p>20 mins.</p> <p>20 mins.</p> <p>30 mins.</p>	
		<b>Total</b>	<b>2 hours &amp; 20 mins.</b>	



## 2. MEDICAL SUPPORT UNIT

### Medical Service

All victim-survivors should receive complete medical service in the form of medico-legal examination including the conduct of forensic rape kits, acute medical treatment, minor surgical treatment, monitoring and follow-up.

Upon informed consent, victims of gender-based violence should undergo medical tests to rule out any reproductive tract infection (RTI), sexually transmitted infection (STI), and HIV/AIDs within a week after admission. In case a victim-survivor is infected, a referral for further treatment to an appropriate medical facility should be undertaken.

<b>Division/Unit</b>	Medical Unit		
<b>Classification</b>	Complex		
<b>Type of Transaction</b>	G2C - Government to Client		
<b>Who may Avail</b>	<ul style="list-style-type: none"> <li>Assessed/Evaluated Clients</li> </ul>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Preferably with the ff: A. Referral letter from the barangay, police, school, NGO or the Social Services Development Department B. Barangay blotter or police report, if available C. Patient ID slip D. Valid ID		<ul style="list-style-type: none"> <li>Barangay, police, school, NGO, or SSDD</li> <li>QC General Hospital- Medical Records Section (Emergency Room or Outpatient Department)</li> </ul>	

<b>Client Steps</b>	<b>Agency Actions</b>	<b>FEES</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit the available documentary requirements to the QCPC staff	1.1 Review of pertinent documents	None	10 mins.	<i>Medical unit assistant</i>



<b>Division/Unit</b>	Counseling Unit
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C - Government to Client
<b>Who may Avail</b>	<ul style="list-style-type: none"> <li>Assessed/ evaluated victim survivor of verbal, emotional, and psychological violence and those who have manifested unusual or negative behavior due to the experienced violence. (18 years old and above - QC residents or the place of incident is in QC)</li> </ul>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Preferably with the ff:  A. Referral letter from the prosecutor or from court B. Investigation Data Form with Docket Number C. Sworn statement D. Valid ID	<ul style="list-style-type: none"> <li>Department of Justice</li> </ul>

<b>Client Steps</b>	<b>Agency Actions</b>	<b>FEES</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit the available documentary requirements to the Case Management Unit	1.1 Review of pertinent documents	None	10 mins.	<i>Social worker</i>
2. Submit self for battery of psychological tests and interview. Complete four(4) sessions.	2.1 Administer the battery of Psychological Tests 2.2 Conduct interview 2.3 Check the completeness of the examination 2.4 Conduct four (4) psychological sessions to victim-survivor.	None	3 hours (per session)	<i>Psychometrician</i> <i>Psychologist-consultant</i>
3. Coordinate with the handling prosecutor on the	3.1 Submit psychological report to handling prosecutor.		Processing of psychological report is 90 days (3 months)	<i>Psychometrician</i>

submission of psychological report.				
		<b>Total</b>	<b>90 days and 12 hours &amp; 10 mins.</b>	

#### 4. LEGAL AND SECURITY UNIT

##### Legal Service

This refers to the provision of legal counseling to victim-survivors and their families. The legal adviser of the Protection Center explains to the victim-survivors all possible legal measures in pursuing a case in court against the perpetrator. This service also provides referral services to the Prosecutor's Office and Public Attorney's Office in Quezon City, and other institutions providing legal services.

<b>Division/Unit</b>	Legal & Security Unit		
<b>Classification</b>	Simple		
<b>Type of Transaction</b>	G2C - Government to Client		
<b>Who may Avail</b>	<ul style="list-style-type: none"> <li>Assessed/Evaluated Clients</li> </ul>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Preferably with the ff:  A. Referral letter from the barangay, police, school, NGO or other institutions B. Barangay blotter or police report, if available C. Valid ID		<ul style="list-style-type: none"> <li>Barangay or police</li> </ul>	

<b>Client Steps</b>	<b>Agency Actions</b>	<b>FEES</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit the available documents	1.1 Review of pertinent documents	None	10 mins.	<i>Social worker</i>

2. Submit self for online legal consultation and counseling	2.1 Conduct psychosocial counseling emphasizing on the elements of RA 9262	None	45 mins.	<i>VAWC consultant</i>
	2.2 Conduct legal consultation with the victim-survivor.		1 hour	<i>Legal consultant</i>
3. Receive a referral letter addressed to concerned agency outside QCPC	3.1 Issue a referral letter for legal service as per instruction of the legal consultant.	None	20 minutes	<i>Social worker</i>
		<b>Total</b>	<b>2 hours &amp; 15 mins.</b>	

### 5. BAHAY KANLUNGAN - Temporary Shelter

It is a temporary shelter for abused women, children, and members of the LGBTQIA+ (lesbian, gay, bisexual, transgender, and queer) who are at risk of further abuse under RA 9262.

<b>Division/Unit</b>	Case Management Unit	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2C - Government to Client	
<b>Who may Avail</b>	<ul style="list-style-type: none"> <li>Assessed/Evaluated Clients</li> </ul>	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
Preferably with the ff:  A. Referral letter from the barangay, police, school, NGO or other institutions B. Barangay blotter or police report, if available C. Medicolegal certificate D. Chest x-ray E. Psychological assessment	<ul style="list-style-type: none"> <li>Barangay or police</li> <li>Hospital</li> </ul>	

F. Valid ID G. Vaccine card	
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<b>Client Steps</b>	<b>Agency Actions</b>	<b>FEES</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit the available documentary requirements	1.1 Review of pertinent documents	None	10 mins.	<i>Social worker</i>
2. Submit self for medical interview, physical examination and chest-xray	2.1 Assists client for physical examination to the QCPC medical unit  2.2 Assists client for chest-xray at the QCGH-Radiology Department.	None	1 hour & 30 mins.	<i>Medical officer</i>  <i>Medical unit assistant</i>
3. Pursues legal case against perpetrator	3.1 Assists client in the step by step process case filing, if needed, (from the Police level to the Office of the City Prosecutor up to Court level) .	None	3 hours	<i>Social worker</i>
4. Submits self for institutionalization, if necessary	4.1 Refers and assists client for transfer to Bahay Kanlungan for temporary shelter, if needed  4.2 If referred by barangay, police, NGO or SSDD, instruct them to accompany the client to the shelter.	None	30 mins.	<i>Social worker</i>
5. Bring printed copies of the papers required on the referral day. Present yourself and your personal belongings for	5.1 Review all the documentary requirements presented.  5.2 Inventory all the personal belongings and valuables, subject for disinfection and	None	45 mins.	<i>Social worker</i>  <i>House parent</i>

safekeeping while adhering to COVID-19's basic health requirements. crisis.	<p>safekeeping.</p> <p>5.3 Secure signed admission slip form from the admitting client and the referring party.</p> <p>5.4 Conduct body temperature check to the client and the referring party.</p>			
6. Receives personal hygiene supplies	<p>6.1 Tour the client in the facility and introduce the dorm wherein she will stay.</p> <p>6.2 Issued personal hygiene supplies</p>	None	10 mins.	<i>House parent</i>
7. Undergoes orientation on the rules inside the shelter and the daily routine.	7.1 Conduct brief orientation on the dos and don'ts inside the shelter and the daily routine.	None	30 mins.	<i>Social worker</i>
8. Attends Center's planned activities	<p>8.1 Prepares and implement psychosocial activities</p> <p>8.2 Prepares progress report</p> <p>8.3 Supervise and monitor compliance of daily routine.</p> <p>8.4 Prepares daily observation report</p>	None	7 working days	<p><i>Social worker</i></p> <p><i>House parent</i></p>
9. Submits self to medical services and other available services in QCPC	<p>9.1 Assists the client for further medical consultation and check-up in the nearest clinic or in QCGH.</p> <p>9.2 Assists the client for other needed interventions in QCPC.</p>	None	3 hours	<i>Social worker &amp; House parent</i>
10. Attends value	10.1 Plans, implements and	None	3 hours	<i>House</i>

formation sessions, spiritual enrichment activities, and recreational activities	conducts value formation, spiritual enrichment activities and recreational activities.			<i>parent</i>
11. Reintegration to client's family or awaits release from the shelter.	<p>11.1 Facilitates reunification of client to family through the availment of Balik Probinsya Program of the DSWD- Crisis Intervention Unit.</p> <p>11.2 Prepares documentary requirements for the release of the client.</p> <p>11.3 Conducts exit-counseling</p> <p>11.4 Conducts aftercare service if necessary through phone call and text message</p>	None	2 hours	<i>Social worker</i>
		<b>Total</b>	<b>7 days, 14 hrs. &amp; 35 mins.</b>	

## 6. ADVOCACY & NETWORK UNIT

This unit shall develop programs for the promotion of the center's services and advocacies by partnering with various NGOs, public, private, and international institutions. It shall develop trainings and modules for stakeholders and conduct relevant studies to be used by the center.

<b>Division/Unit</b>	Advocacy and Network Unit
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C - Government to Citizen
<b>Who may Avail</b>	<ul style="list-style-type: none"> <li>Assessed/Evaluated Clients</li> </ul>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Preferably with the ff:</p> <p>A. Request letter for orientation/ training</p> <p style="padding-left: 40px;">a. Final list of participants with their respective emails</p> <p>B. Letter of Intent for the conduct of research or On the Job Training signed by the professor addressed to the officer-in-charge of QCPC</p> <p style="padding-left: 40px;">a. Curriculum vitae</p>	<ul style="list-style-type: none"> <li>● Agency needing training/ orientation</li> <li>● Student/ Professor /University needing field for research and On the Job Training</li> </ul>

Client Steps	Agency Actions	FEES	Processing Time	Person Responsible
<p>1. Send request letter to conduct training or letter of intent to conduct research or On the Job Training to protectioncenter@quezoncity.gov.ph</p>	<p>1.1 Receive invitation/ request letter</p> <p>1.2 Forward the letter to the Officer-in-Charge with a marginal note from the FOI</p> <p>1.3 Review scope of request</p> <p>1.4 Prepare presentation, handouts, and IEC materials.</p>	None	3 days	<i>Staff Concerned</i>
<p>2. Wait for verification/ clarification of details of the request</p>	<p>2.1 Coordinate and verify with the requesting party for the details of the request</p>	None	3 days	<i>Administrative Assistant II</i>
<p>3. Receive response on requested assistance and action plan, as applicable</p>	<p>3.1 Inform the requesting party regarding the feedback</p> <p>3.2 Implementation of the action plan, as applicable</p>	None	1 day	<i>Administrative Assistant II</i>
		<b>Total</b>	<b>7 days</b>	

## VI. FEEDBACK AND COMPLAINT MECHANISM

FEEDBACK AND COMPLAINT MECHANISMS	
How to send a feedback	<p><b>Walk in:</b></p> <ul style="list-style-type: none"> <li>● Answer the feedback form and drop it at the designated dropbox of the QCPC.</li> </ul> <p><b>Email:</b></p> <ul style="list-style-type: none"> <li>● Send feedback to  <a href="mailto:protectioncenter@quezoncity.gov.ph">protectioncenter@quezoncity.gov.ph</a></li> </ul> <p><b>Telephone Call:</b></p> <ul style="list-style-type: none"> <li>● Dial (02) 8863-0800 loc. 714</li> <li>● Give details of the feedback</li> </ul>
How feedback are processed	<p><b>Walk-in:</b></p> <ul style="list-style-type: none"> <li>● The Administrative Unit accesses the drop box every Friday, compiles, and records the feedback given.</li> <li>● Feedback that needs responses is sent to the appropriate unit, which has seven working days to respond.</li> <li>● The sender of the message is then informed of the response thru the contact information provided.</li> </ul> <p><b>Email:</b></p> <ul style="list-style-type: none"> <li>● The QCPC FOI opens/checks email on Mondays to Fridays from 8 AM to 5:00 PM (except Saturdays, Sundays, holidays, declared non-working day/half day)</li> <li>● Feedback is received, acknowledged and documented.</li> <li>● Feedback requiring action is forwarded to the concerned unit and asked to respond within seven days.</li> <li>● The response of the office/unit is received and relayed to the citizen/client thru email.</li> </ul> <p><b>Telephone Call</b></p> <ul style="list-style-type: none"> <li>● The QCPC representative receives phone call Mondays to Fridays from 8 AM to 5:00 PM (except Saturdays &amp; Sundays &amp; holidays,</li> </ul>

	<p>declared non-working day/half day)</p> <ul style="list-style-type: none"> <li>● The QCPC representative documents the feedback. (Note: May also advise citizens/clients to email feedback, if possible.)</li> <li>● Feedback requiring action is forwarded to the office/unit concerned and asked to respond within seven days.</li> <li>● The response of the office/unit is received and relayed to the citizen/client thru the contact information provided.</li> </ul> <p><b>NOTE:</b> For inquiries and follow-up, client may contact (02) 8863-0800 loc. 714 or email <a href="mailto:protectioncenter@quezoncity.gov.ph">protectioncenter@quezoncity.gov.ph</a></p>
<p><b>How to file a complaint</b></p>	<p><b>Walk-in:</b></p> <ul style="list-style-type: none"> <li>● The Administrative Unit accesses the drop box every Friday, compiles, and records the feedback given.</li> <li>● Complaint is checked for completeness of information and documented.</li> <li>● Complaint is analyzed, given initial intervention and coordinated with the office/unit concerned.</li> <li>● If the complaint cannot be resolved with the initial intervention, the matter is forwarded to the office/unit concerned for appropriate action.</li> </ul> <p><b>Email:</b></p> <ul style="list-style-type: none"> <li>● Send incident report/ complaint to <a href="mailto:protectioncenter@quezoncity.gov.ph">protectioncenter@quezoncity.gov.ph</a></li> </ul> <p><b>Telephone Call</b></p> <ul style="list-style-type: none"> <li>● Dial (02) 8863-0800 loc. 714</li> <li>● Give details of the complaint and contact information.</li> </ul>
<p><b>How complaints are processed</b></p>	<p><b>Walk-in:</b></p> <ul style="list-style-type: none"> <li>● Answer the feedback form and drop it at the designated dropbox of the QCPC.</li> <li>● The complaint is reviewed for accuracy and recorded.</li> <li>● Complaint is analyzed, given initial intervention and coordinated with the office/unit concerned.</li> <li>● If the complaint cannot be handled after the first attempt, it is sent to the appropriate office or unit</li> </ul>

	<p>for further action.</p> <p><b>Email:</b></p> <ul style="list-style-type: none"> <li>• The QCPC representative opens/ checks email Mondays to Fridays from 8 AM to 5:00 PM (except Saturdays &amp; Sundays &amp; holidays, declared non-working day/half day)</li> <li>• The complaint is reviewed for accuracy and recorded.</li> <li>• A complaint is sent to the relevant office or unit for appropriate action.</li> </ul> <p><b>Telephone Call</b></p> <ul style="list-style-type: none"> <li>• The QCPC representative receives phone call Mondays to Fridays from 8 AM to 5:00 PM (except holidays, declared non-working day/half day)</li> <li>• QCPC representative documents the complaint.</li> <li>• Complaint is analyzed, given initial intervention and coordinated with the office/unit concerned.</li> <li>• When a complaint cannot be handled after the first attempt, it is sent to the relevant office or unit for further action.</li> </ul>
<p><b>Contact Information of the national feedback and complaint centers:</b></p> <ul style="list-style-type: none"> <li>• Legal and Public Assistance Office (LPAO) of the Anti-Red Tape Authority (ARTA)</li> <li>• Presidential Complaints Center (PCC)</li> <li>• Contact Center ng Bayan (CCB)</li> </ul>	<ul style="list-style-type: none"> <li>• ARTA: <a href="mailto:complaint@arta.gov.ph">complaint@arta.gov.ph</a> 1-ARTA (2782)</li> <li>• PCC: 8888</li> <li>• CCB: 0908-881-6565 (SMS)</li> </ul>

**VII. LIST OF OFFICES**

<b>Office</b>	<b>Address</b>	<b>Contact Information</b>	
		<b>Direct/ Telefax Number</b>	<b>Local Numbers (QCGH Trunkline) 8863-0800</b>
<b>Quezon City Protection Center</b>	Quezon City General Hospital and Medical Center compound, Seminary Road, Barangay Bahay Toro, Quezon City 1106	7006-1513	714
<b>Bahay Kanlungan</b>	<i>Confidential</i>		