

QUEZON CITY PROTECTION CENTER FOR VICTIM-SURVIVORS OF GENDER BASED VIOLENCE AND ABUSE

CITIZEN'S CHARTER

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 of 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 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 victim-survivors of gender-based violence.

V. LIST OF SERVICES

Unit, Service Title	Page Number
A. CASE MANAGEMENT UNIT	6-7
Intake Interviews and Psychosocial Support	
Facilitate Referral for Appropriate Interventions within and to Outside Agencies/ Resources	
B. MEDICAL SUPPORT UNIT	8-9
Medical Service	
Medicolegal Examination (physical/ genital/anogenital)	
Medical Laboratory Tests	
<ul style="list-style-type: none"> • Reproductive tract infection (RTI), sexually transmitted infection (STI), and (HIV/AIDs) • Provision of emergency contraceptives (oral) to victims of sexual assault within 72 hours after the incident of assault. • Provision of Post-Exposure Prophylaxis (PEP) to female sexual assault survivors within 72 hours after the incident of assault. 	
Medical Consultation/ Counseling	
C. COUNSELING UNIT	9-11
Psychological Service	
Psychological Counseling	
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D. LEGAL & SECURITY UNIT	11-12
Legal Service	
Legal Consultation	
Legal Counseling	
Issuance of Referral Letter to Other Agencies	
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1. CASE MANAGEMENT UNIT

a. Intake Interview & Psychosocial Support

The preliminary meeting, is often the first interaction with the victim-survivor, and this process includes obtaining consent for the interview, information about the client, and determining the services that may be necessary, as well as providing orientation on the available services.

Provide psycho-social support to process the immediate need in protecting the psycho-social well-being and provide psycho-education that is gender-sensitive, empowering, and recognizes that QCPC is a safe space for them.

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

Client Steps	Agency Actions	FEES	Processing Time	Person Responsible
For walk-in clients 1. Undergo screening Or With a referral 1. Present the relevant documents to the officer in charge at the receiving area.	1.1 Conduct an initial interview to check the qualification criteria of the walk-in client. Or 1.1 Conduct an initial interview and review the client's documentary requirements.	None	5 mins.	<i>Social worker/ Case manager</i>
2. Undergo in-depth intake interview, psycho-social support, refer the case within the QCPC units and to other external service providers.	2.1 Conduct a briefing after the client completes the consent form, followed by an in-depth intake interview. 2.2 Offer psycho-social support after the intake interview. 2.3 Assess the case and refer it to the appropriate QCPC unit: <i>Medical, Counseling, Legal, or Bahay Kanlungan.</i> 2.4 If necessary services are unavailable at QCPC, issue a referral letter to an external service provider.	None	1 hour and 20 mins.	<i>Social worker/ Case manager</i>
		Total	1 hour and 25 mins.	

2. MEDICAL SUPPORT UNIT

Medical Service

The documentation and complete medical service medico-legal examination including acute medical treatment crucial to legal proceedings, minor surgical treatment, monitoring, and follow-up.

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

Client Steps	Agency Actions	FEES	Processing Time	Person Responsible
1. Undergo medical interview with appropriate medical interventions and provision of medicolegal certificate.	1.1. Secure signed consent from the victim-survivor. 1.2. Conduct of medical interview, physical examination, appropriate laboratory tests and medical counseling. 1.3. Refer to QCGH- Treatment hub for HIV screening.	None	1 hour	<i>Ob-gyn/ Pedia/ Medical consultant</i>

	1.4. Issuance of provisional medicolegal certificate 1.5. Issuance of necessary prescriptions (medicines).			
		Total	1 hour	

3. COUNSELING UNIT

Psychological Service

This refers to the administration of a series of psychological tests to determine the IQ, aptitude, interests, and emotional state of the victim as a basis for determining the coping capabilities and addressing the psychological effects and trauma experienced by the client; and the most appropriate intervention that will facilitate healing and recovery of the victim-survivor.

Division/Unit	Counseling Unit		
Classification	Complex		
Type of Transaction	G2C - Government to Client		
Who may Avail	<ul style="list-style-type: none"> Assessed/ evaluated victim-survivors 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) 		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Preferably with the following: A. Referral letter from the prosecutor/court or Public Attorney's Office B. Investigation Data Form with Docket Number		<ul style="list-style-type: none"> Department of Justice/ Prosecutor's Office Public Attorney's Office 	

C. Sworn statement or affidavits D. Valid ID	
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Client Steps	Agency Actions	FEES	Processing Time	Person Responsible
<u>Clients for Psychological Assessment and Evaluation</u> 1. Undergo clinical interview and a series of psychological tests.	1.1 Case review and clinical interview 1.2 Administer battery of psychological tests 1.3 Report Preparation (Scoring and interpretation), Report Writing	None	1 hour 3 hours 3 months	<i>Psychologist</i>
2. Follow-up of psychological report for the handling prosecutor.	2.1 Submit a psychological report to the handling prosecutor.		Upon request of the court	<i>Psychometrician</i>
		Total	90 days/ 3 mos.	

<u>Clients for Psychological Counseling</u> 1. Undergo psychological interview, assessment, and counseling.	1.1 Case review	None	10 mins.	Psychologist
	1.2 Conduct a clinical interview and administer appropriate psychological assessments.		1 hour and 45 mins.	
	1.3 Provide individualized psychological counseling intervention. Completion of 5 psychological counseling sessions is required.		1 hour/ session/ week =5 weeks	
	1.4 Progress evaluation			
	1.5 Conclusion of psychological counseling session		1 hour at the end of sessions	
		Total	Approximately 7 weeks	

4. LEGAL AND SECURITY UNIT

Legal Service

Republic Act No. 9262, Act of 20024 (VAWC), mandates protection, remedies, and support services for survivors of violence. This legal services of the protection center also provides referral services to the Prosecutor's Office and Public Attorney's Office in Quezon City, and other institutions providing legal services.

Division/Unit	Legal & Security Unit	
Classification	Simple	
Type of Transaction	G2C - Government to Client	
Who may Avail	<ul style="list-style-type: none"> Assessed/Evaluated Clients 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE

Preferably with the following: A. Referral letter from the barangay, police, school, NGO or other institutions B. Barangay blotter or police report C. Valid ID	<ul style="list-style-type: none"> Barangay or police
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Client Steps	Agency Actions	FEES	Processing Time	Person Responsible
1. Legal consultation is scheduled online.	1.1 Review of client's pertinent documents. 1.2 Conduct online legal consultation with the client.	None	1 hour	<i>Legal consultant</i>
		Total	1 hour	

5. BAHAY KANLUNGAN - Temporary Shelter

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.

Division/Unit	Case Management Unit	
Classification	Simple	
Type of Transaction	G2C - Government to Client	
Who may Avail	<ul style="list-style-type: none"> Assessed/Evaluated Clients 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Preferably with the following: A. Referral letter from the barangay, police, school, NGO or other institutions B. Barangay blotter or police report		<ul style="list-style-type: none"> Barangay or police Hospital

C. Medicolegal certificate D. Chest x-ray E. Psychological assessment F. Valid ID G. Vaccine card	
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Client Steps	Agency Actions	FEES	Processing Time	Person Responsible
1. Undergo admission process	1.1 Review of pertinent documents, referral from screening and intake, and filling of the admission form. 1.2 Admission interview, orientation, and familiarization with the facility and staff. 1.3 Admission proper: Secure signed admission slip form from the admitting client and the referring party. 1.4 Inventory of all the personal belongings and valuables, subject to disinfection and safekeeping. 1.5 Conduct vital signs. 1.6 Issue personal hygiene supplies 1.7 Room and bed assignment. 1.8 Sign agreement to participate in all the shelter's therapeutic activities.	None	1 hour	<i>Social worker</i>
2. Pursues legal case against perpetrator	2.1 Assists client in the step-by-step process of case filing, if needed, (from	None	Within the shelter	<i>Social worker</i>

	the Police level to the Office of the City Prosecutor up to Court level)		period.	
3. Attends Shelter's therapeutic activities	3.1 Prepares and implements psychosocial activities 3.2 Prepares progress report 3.3 Supervise and monitor compliance with daily routine. 3.4 Prepares daily observation report	None	Within the shelter period.	<i>Social worker</i> <i>House parent</i>
4. Undergo medical services and other available services in QCPC	4.1 Conduct further medical consultation and check-up. 4.2 Assists the client with other needed interventions in QCPC.	None	Within the shelter period.	<i>Social worker & House parent</i>
5. Attends value formation sessions, spiritual enrichment activities, and recreational activities	5.1 Plans, implements and conducts value formation, spiritual enrichment activities, and recreational activities.	None	1 hour a day, within the shelter period.	<i>House parent</i>
6. Pre-reintegration to the client's family or awaits release from the shelter.	6.1 Facilitates reunification of the client to the family through the service of the Balik Probinsya Program of the DSWD- Crisis Intervention Unit.	None	1 week	<i>Social worker</i>
7. Reintegration phase	7.1 Prepares documentary requirements for the release of the client. 7.2 Conducts exit-counseling and aftercare plan.		1 week 1 hour	

8. Aftercare, monitoring and follow-up	8.1 Conducts aftercare service if necessary through phone call and text message.		3 months after discharge	
		Total	Depending on client situation	

6. ADVOCACY & NETWORK UNIT

Develop programs and promotion of the center's services and advocacies by partnering with various NGOs, and public, private, and international institutions. Develop training and modules for clients and stakeholders and conduct relevant studies to be used by the center.

Division/Unit	Advocacy and Network Unit			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may Avail	<ul style="list-style-type: none"> • Relevant stakeholders (barangay, police investigators, medical and non-medical workers, partner NGOs) • LGUs • Private sectors • Researchers/ Interns 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Preferably with the following: A. Request for a Resource Speaker for Orientation/ Training <ol style="list-style-type: none"> Request letter for the conduct of orientation/ training Final list of participants with their respective emails Program 		<ul style="list-style-type: none"> • Agency/ Institution needing training/ orientation 		

Client Steps	Agency Actions	FEES	Processing Time	Person Responsible
<p>1. Submit a formal request letter addressed to Ms. Janete R. Oviedo, Officer-in-Charge of the QC Protection Center along with the documentary requirements, at protectioncenter@quezoncity.gov.ph.</p> <p><i>Note: The letter should include the activity name, purpose, topic, target participants, preferred schedule, and venue.</i></p>	<p>1.1 Acknowledge receipt of the formal request.</p> <p>1.2 Evaluate the content of the request and verify if all documentary requirements are complete.</p> <p>1.3 Forward the request and documents to the Officer-in-Charge for approval and instructions.</p>	None		<i>Person in charge of email management at QCPC</i>
<p>2. Wait for acknowledgment or clarification of the request.</p>	<p>2.1 Coordinate and confirm request details with the requesting party if needed.</p> <p>2.2 Inform the requesting party of the officer-in-charge's feedback.</p> <p>2.3 Schedule a meeting with the requesting agency once the request is approved.</p>	None		
<p>3. Prepare the agreed-upon responsibilities before/during/ after the conduct of orientation/ training.</p>	<p>3.1 Prepare presentation, handouts, and IEC materials.</p> <p>3.2 Conduct the requested orientation/ training.</p>	None	1 day	
		Total	7 days	

Division/Unit	Advocacy and Network Unit	
Classification	Simple	
Type of Transaction	G2C - Government to Citizen	
Who may Avail	<ul style="list-style-type: none"> • Private sectors • Researcher local/ international 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<p>Preferably with the following:</p> <p>B. Request for Data Collection related to Research/ Thesis</p> <ol style="list-style-type: none"> Request letter addressed to Ms. Janete R. Oviedo, Officer-in-Charge of the QC Protection Center, signed by the researcher and research adviser, with the school's official letterhead. Informed consent form Guide questions, if the data collection is through one-on-one interview or Focus Group Discussion Survey instrument 		<ul style="list-style-type: none"> • Student • Field Instruction/ OJT Adviser

Client Steps	Agency Actions	FEES	Processing Time	Person Responsible
1. Submit a request letter addressed to Ms. Janete R. Oviedo, Officer-in-Charge of the QC Protection Center, along with the documentary requirements, at protectioncenter	1.1 Acknowledge receipt of the formal request. 1.2 Review the request letter, along with the documentary requirement, and assess feasibility. 1.3 Forward the request letter along with the	None		<i>Person in charge of email management at QCPC</i>

@quezoncity.gov.ph .	documentary requirements to the Officer-in-Charge for further instructions.			
2. Wait for acknowledgment or clarification of the request and complete the additional set of requirements.	<p>2.1 Respond to the researcher applicant with a formal letter or email confirming approval or offering feedback regarding the data collection request.</p> <p>2.2 If the research is approved and requirements are complete, forward the QCPC Researcher and Non-Disclosure Agreement Form for completion before proceeding with data collection scheduling.</p>	None		
3. On the scheduled date, arrive promptly and bring all required documents, including the informed consent form for participant signatures prior to data collection.	<p>3.1 Assigned staff must participate in the data collection process, ensuring adherence to QC Protection Center guidelines and providing necessary support to the researcher.</p> <p>3.2 Remind the researcher to submit a copy of the research output to the QC Protection Center email address upon completion.</p>	None		
		Total	7 days	

Division/Unit	Administrative Unit
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	<ul style="list-style-type: none"> • Relevant stakeholders (barangays, local and international NGOs, POs, Government Agencies) • LGUs • Private sectors • Researchers/ Interns
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Preferably with the following:</p> <p>C. Request for Benchmark activity/ies</p> <ol style="list-style-type: none"> Request letter for benchmark activity A final list of participants with their respective positions and emails 	<ul style="list-style-type: none"> • Agency/ Institution needing benchmarking • GAD Council Office

Client Steps	Agency Actions	FEES	Processing Time	Person Responsible
<p>A letter of request and a list of the requesting party's participants with the respective positions addressed to</p> <p>Ms. JANETE R. OVIEDO, Officer-In-Charge Local Government Asst. Department Head III</p> <p>To be emailed to protectioncenter@quezoncity.gov.ph Cc to, GADCouncil@quezoncity.gov.ph</p>	<ol style="list-style-type: none"> Access and acknowledge email/s received Route for approval and instructions Process 	FREE	Within the day	FOI Officer/s Admin. Assistant
<p>The coordinating letter will be received with the schedule and expected</p>	<ol style="list-style-type: none"> Coordinate with internal units on existing activity. Gather planned and 	FREE	1 to 2 days	FOI Admin

program of activities.	approved activities, and finalize schedule. c. Route to the Officer-In-Charge the letter of request, schedule, and program of activities for further instructions or additional comments. d. Send to the requesting party via email. e. Schedule meetings, if needed.			Assistant
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Division/Unit	Administrative Unit		
Classification	Simple		
Type of Transaction	G2C - Government to Citizen		
Who may Avail	<ul style="list-style-type: none"> • Strategic Alliance from local and international NGOs, POs, and Government Agencies • Private and government sectors • Social Corporate Responsibility from private corporations/ companies with like-minded purpose 		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Preferably with the following: A. Request for Partnership activity/ies a. Letter of intent for a partnership program with indicated purpose and end state, and target b. Base proposal/s in print and soft copy		<ul style="list-style-type: none"> • Agency/ Institution wanting alliance and partnership • GAD Council Office as the umbrella agency 	

Client Steps	Agency Actions	FEES	Processing Time	Person Responsible
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<p>A letter of intent to partner with QCPC including a base proposal addressed to:</p> <p>Ms. JANETE R. OVIEDO, Officer-In-Charge Local Government Asst. Department Head III</p> <p>To be emailed to protectioncenter@quezoncity.gov.ph. Cc to, GADCouncil@quezoncity.gov.ph</p>	<p>a. Access and acknowledge email/s received</p> <p>b. Route for approval and instructions</p>	FREE	Within the day	<p>FOI Officer/s</p> <p>Admin. Assistant</p>
	<p>The QCPC team shall coordinate through email and/or phone calls.</p> <p>a. Coordinate with internal units on the proposed partnership.</p> <p>b. Route to the Officer-In-Charge the letter of intent, the proposal, and an executive summary with the team's recommendation, the schedule of meetings, and team orientation; awaiting further instructions or additional comments.</p>	FREE	3 to 5 days	<p>Admin Assistant</p> <p>Program Manager</p>

VI. FEEDBACK AND COMPLAINT MECHANISM

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

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

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

VII. LIST OF OFFICES

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