



12. RECEIVE COMPLAINTS/REPORTS AND PROVIDE APPROPRIATE ACTION IN ACCORDANCE WITH IRR PURSUANT TO ORDINANCE NO. SP-2444-SERIES OF 2015 AND LOCAL GOVERNMENT CODE OF 1991.

The Department acts on the complaints or reports relative to non-compliance with City Ordinance SP-2444 Series of 2015 either by personal delivery or through e-mail.

Office or Division:	Legal Support Group under the Office of the Department Head	
Classification:	Highly Technical Transaction	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	(As per Section 5 Rule III- Implementing Rules and Regulations Pursuant to Ordinance No. SP -2444 Series of 2015) <u>At the Instance of any interested person/s and/or duly authorized representative/s of a beneficiary Homeowner's Association.</u>	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Complaint/ report (either by personal delivery or through email at email address: HCDRD@quezoncity.gov.ph) (1 original copy)		Client
Documentary Evidence (1 original copy)		Client
Investigation Report duly signed by authorized and/or concerned HOA officer (1 original copy)		HOA of Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Any interested person/s and/or duly authorized representative/s of a beneficiary Homeowner's Association-submits complaint/ report.	1. Accepts the complaint/report and makes preliminary assessment/ verification thereof.	None	5 days	<i>HCDRD Committee (IRR pursuant to Ordinance SP – 2444 Series of 2015) HCDRD Legal Support Group HCDRD</i>
	1.1 Submits to the City Legal Department the complaint and all relevant documents thereto, together with the preliminary findings, for resolution and/ or appropriate legal action/s. (copy furnished the parties concerned)	None	1 day	
	TOTAL:	None	6 days	
Receive Complaints/Reports and provide appropriate action in accordance with IRR Pursuant to Ordinance No. SP-2444 Series of 2015 and Local Government Code of 1991.		Service is covered under City Ordinance SP-2444 Series of 2015 and Local Government Code of 1991.		