



Feedback and Complaints Mechanisms



CLIENT STEP		Agency Action	Person/Office Responsible
Frontline Service	Contact Information		
A. Feedback			
1. How to file a feedback?			
a. Accomplish the Client's Feedback Form at the Frontline Service			
b. Place/drop the accomplished Clients Feedback Form into the designated drop box at the Public Assistance and Complaints Desk (PACD)/Frontline Service		a. Compiles the Client's Feedback Form and Submit to the head of office.	Administrative Officer/ Docket Section
2. How feedback is processed?			
		b. Tabulate, summarize and evaluate the feedback forms.	Administrative Officer/ Docket Section
		c. Submit the report to the head office for appropriate action copy furnished the Quality Management Representative (QMR) for reference. *Feedback requiring answers are forwarded to the relevant offices within 3 days upon receipt of the feedback for explanation.	Administrative Officer/ Docket Section
		d. Relay the answer to the client.	Administrative Officer/ Docket Section



B.			
1. How to file a complaint?			
<p>a. Go to Public Assistance and Complaint Desk (PACD) and submit/report the complaint in writing/verbal with the following information:</p> <ul style="list-style-type: none"> ▪ Full name, address, and contact details of the complainant ▪ Details of the act complained of ▪ Person(s) charged, ▪ Name of agency of the person(s) charged, if applicable, and ▪ Evidence of such violation 	<p>a. Contact the following information:</p> <ul style="list-style-type: none"> • Head of the Regional/Provincial/ City Prosecution Office • ARTA- complaints@arta.gov.ph 1-ARTA (2782) • Presidential Complaints Center- pcc@malacañang.gov.ph 8888 • CSC Contact Center ng Bayan- 09085-881-6565 csc.gov.ph 	<p>a. Receive and record the complaint in the logbook.</p>	<p>Administrative Officer/ PACD</p>
2. How complaints are processed?			
		<p>b. Evaluate the complaint.</p>	<p>Administrative Officer/ Docket Section</p>
		<p>c. Submit/ transmit the complaint to the relevant office/unit for explanation.</p>	<p>Administrative Officer/ Docket Section</p>
		<p>d. Submit the report to the head of office for appropriate action.</p>	<p>Administrative Officer/ Docket Section</p>
		<p>e. Send the feedback of the head of office to the client.</p>	<p>Administrative Officer/ Docket Section</p>

For more information please visit our website at www.doj.gov.ph

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