

## Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback?	<ol style="list-style-type: none"><li>1. Get a copy of the Client Satisfaction Survey (CSR) Form.</li><li>2. Answer the CSR Form.</li><li>3. Check the Feedback and/or Commendation portion of the CSR Form.</li><li>4. Drop it in the designated drop box in front of the Public Assistance Unit Office.</li></ol>
How feedback is processed?	<p>Every Friday, the Public Assistance Complaints Desk Officer (PACDO) shall open the drop box, and compile and record all feedback submitted.</p> <p>Feedback requiring answers shall be forwarded to the relevant offices and where they are required to answer within three (3) days upon receipt of the feedback.</p> <p>The answer of the concern office shall be then relayed to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number and email address:</p> <p>8927 6336</p> <p><a href="mailto:scis.smcrd@denr.gov.ph">scis.smcrd@denr.gov.ph</a></p> <p>Julie Gorospe Ibuan Stakeholder Management and Conflict Resolution Division</p>

<p>How to file complaints?</p>	<ol style="list-style-type: none"><li>1. Get a copy of the DENR Feedback Form.</li><li>2. Fill out the client information</li><li>3. Answer the <b>Complaint portion</b>.</li><li>4. Drop the accomplished DENR Feedback Form at the designated drop box in front of the Public Assistance Complaint Desk</li><li>5. Complaints can also be filed via telephone. Make sure to provide the following information:<ul style="list-style-type: none"><li>• Name of person being complained</li><li>• Position/Office</li><li>• Incident</li><li>• Evidence</li></ul></li></ol>
<p>How complaints are processed?</p>	<p>The Public Assistance Complaints Desk Officer (PACDO) shall open the DENR Feedback drop box on a weekly basis and evaluate each complaint. The complaints shall be classified according to gravity.</p> <p>Upon evaluation, and approval of the SCIS (for Central Office) and Regional Strategic Communication and Initiatives Group (for Regional Offices) the PACDO shall forward the complaint to the relevant office for their appropriate action.</p>

Contact Information of Anti-Red Tape Authority (ARTA)	<p>4<sup>th</sup> and 5<sup>th</sup> Floor NFA Building, NFA Compound, Visayas Avenue, QC</p> <p>Hotline: 888</p> <p>Contact No.: (02) 8478-5091, 8478-5093, 8478-5099</p> <p>Email: <a href="mailto:info@arta.gov.ph">info@arta.gov.ph</a> and <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p> <p>Web: <a href="http://arta.gov.ph/fileacomplaint/complaint-form/">http://arta.gov.ph/fileacomplaint/complaint-form/</a></p>
Contact Information of Presidential Complaint Center (PCC)	<p>Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila</p> <p>Hotline:8888</p> <p>Contact No. (02) 8736 8645, 8736 8603</p> <p>Email: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a></p> <p>Web: <a href="https://osetc.gov.ph/agency/presidential-complain-center-pcc/">https://osetc.gov.ph/agency/presidential-complain-center-pcc/</a></p>
Contact Information of Contact Center ng Bayan (CCB)	<p>Text: 0908 881 6565</p> <p>Contact No.: 1-6565* (Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines)</p> <p>Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p> <p>Web: <a href="http://www.contactcenterngbayan.gov.ph">www.contactcenterngbayan.gov.ph</a> <a href="http://www.facebook.com/civilservicegovph">www.facebook.com/civilservicegovph</a></p>
Contact Center of the Office of the Ombudsman (OMB)	<p>Ombudsman Building, Agham Road, North Triangle, Diliman, Quezon City</p> <p>Contact No.: (02) 89262-OMB (662)</p> <p>Text Hotline: 0926 6994 703</p> <p>Trunkline: (02) 8479-7300</p> <p>Email: <a href="mailto:pab@ombudsman.gov.ph">pab@ombudsman.gov.ph</a></p>