Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISMS		
How to send a feedback?	Get a copy of the Client Satisfaction Survey (CSR) Form.	
	2. Answer the CSR Form.	
	Check the Feedback and/or Commendation portion of the CSR Form.	
	4. Drop it in the designated drop box in front of the Public Assistance Unit Office.	
How feedback is processed?	Every Friday, the Public Assistance Complaints Desk Officer (PACDO) shall open the drop box, and compile and record all feedback submitted.	
	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.	
	The answer of the concern office shall be then relayed to the client.	
	For inquiries and follow-ups, clients may contact the following telephone number and email address:	
	09317247338	
	mindacaraga13@gmail.com	
	Jacqueline D. Gozo PACDO	
	Cecile T. Espenido Alternate, PACDO	
How to file complaints?	Get a copy of the DENR Feedback Form.	
	2. Fill out the client information	
	3. Answer the Complaint portion.	
	Drop the accomplished DENR Feedback Form at the designated drop box in front of the Public Assistance Complaint Desk	
	Complaints can also be filed via telephone. Make sure to provide the following information:	
	Name of person being complained	
	Position/Office	
	Incident	
	Evidence	

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