

FEEDBACK AND COMPLAINT PROCEDURE

S T E P	WHAT THE CLIENT WILL DO		ACTION BY THE SERVICE PROVIDER	TIME	PERSON RESPONSIBLE
	FEEDBACK (Comments, Suggestions, Commendation, Praise etc.)	COMPLAINT			
1	PROCEED TO THE PUBLIC ASSISTANCE AND COMPLAINT DESK (PACD) AND GIVE FEEDBACK BY FILLING UP THE FEEDBACK AND COMPLAINT FORM		PROVIDE THE CLIENT WITH THE FORM AND ASSIST HIM/HER IN FILLING-UP THE FORM	5 MINUTES	PACD OFFICER HRMO
			RECEIVE THE ACCOMPLISHED FORM AND RECORD THE CLIENT'S NAME AND ADDRESS AND THE DETAILS OF HIS/HER FEEDBACK	3 MINUTES	PACD OFFICER HRMO
			FURNISH THE FEEDBACK, COMPLAINT AND REDRESS COMMITTEE THRU ITS CHAIRMAN THE SAID FEEDBACK FOR APPROPRIATE ACTION	2 MINUTES	PACD OFFICER HRMO
			THE COMMITTEE SHALL FURNISH THE LOCAL CHIEF EXECUTIVE A REPORT ON THE FEEDBACK		
			INFORM THE CONCERNED OFFICER/PERSONNEL OF THE FEEDBACK AND ALSO INFORM THE CLIENT OF THE ACTION TAKEN BY THE LGU RELATIVE TO HIS/HER FEEDBACK		FEEDBACK, COMPLAINT AND REDRESS COMMITTEE CHAIRMAN

STEP	WHAT THE CLIENT WILL DO		ACTION BY THE SERVICE PROVIDER	TIME	PERSON RESPONSIBLE
	FEEDBACK (Comments, Suggestions, Commendation, Praise etc.)	COMPLAINT			
1		PROCEED TO THE PUBLIC ASSISTANCE AND COMPLAINT DESK (PACD), PRESENT COMPLAINT AND FILL UP FEEDBACK AND COMPLAINT FORM	RECEIVE THE COMPLAINT, PROVIDE THE FORM AND ASSIST THE CLIENT IN FILLING-UP SAID FORM	5 MINUTES	PACD OFFICER HRMO
			RECORD IN THE LOGBOOK THE NAME AND ADDRESS OF THE CLIENT AND THE NATURE AND DETAILS OF HIS/HER COMPLAINT	3 MINUTES	PACD OFFICER HRMO
			ADVISE THE CLIENT THAT HE/SHE WILL BE NOTIFIED AND INVITED AND THE PERSONNEL BEING COMPLAINED OF BY THE FEEDBACK, COMPLAINT AND REDRESS COMMITTEE TO PROPERLY HEAR HIS/HER COMPLAINT	3 MINUTES	PACD OFFICER HRMO
			FORWARD THE COMPLAINT TO THE SAID COMMITTEE	3 MINUTES	SECRETARIAT HRMO
			VALIDATE COMPLAINT	5 MINUTES	FEEDBACK, COMPLAINT AND REDRESS COMMITTEE

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	FEEDBACK (Comments, Suggestions, Commendation, Praise etc.)	COMPLAINT			
			<p>N.B. DURING THE VALIDATION OF COMPLAINTS, THE CLIENT MAY BE ASKED TO APPEAR BEFORE THE COMMITTEE CHAIR FOR SOME VERIFICATIONS PRIOR TO THE CONDUCT OF HEARING</p>		
			<p>NOTIFY BOTH THE CLIENT AND THE PERSONNEL BEING COMPLAINED OF REGARDING THE DATE, VENUE AND TIME OF HEARING/INVESTIGATION</p>		<p>FEEDBACK, COMPLAINT AND REDRESS COMMITTEE SECRETARIAT HRMO</p>
2		<p>APPEAR ON THE SCHEDULED DATE, TIME AND VENUE OF THE HEARING</p>	<p>RECEIVE THE COMPLAINANT IN THE VENUE AND ADVISE/ORIENT THE TWO PARTIES THE PROCEDURE OF THE INVESTIGATION BEFORE THEY ARE ASKED TO RELATE THE INCIDENT</p>	<p>5 MINUTES</p>	<p>FEEDBACK, COMPLAINT AND REDRESS COMMITTEE SECRETARIAT HRMO</p>
3		<p>CLIENT IS ASKED TO RELATE THE DETAILS OF HIS/HER COMPLAINT</p>	<p>THE COMMITTEE WILL LISTEN TO HIS/HER STATEMENT AND THE SECRETARIAT WILL RECORD ALL THE DETAILS</p>		<p>FEEDBACK, COMPLAINT AND REDRESS COMMITTEE SECRETARIAT HRMO</p>

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4			AFTER HEARING THE STATEMENT OF THE TWO PARTIES, THE COMMITTEE WILL GIVE ITS VIEWS AND RESOLVE THE CASE AFTERWARDS		
			N.B. IF THE AGGRIEVED MAY NOT BE SATISFIED WITH THE INVESTIGATION PROCEEDINGS AND INTENDS TO PURSUE THE CASE AGAINST THE PERSONNEL, THE COMMITTEE THRU THE CHAIR MAY FACILITATE AND INDORSE THE SAME TO APPROPRIATE GOVERNMENT INVESTIGATIVE BODIES		
			THE COMMITTEE WILL FURNISH THE LOCAL CHIEF EXECUTIVE THE REPORT OF THE INVESTIGATION PROCEEDINGS TOGETHER WITH ITS RECOMMENDATION FOR HER APPROPRIATE ACTION, UPON FINDING OF PROBABLE CAUSE, RELATIVE TO THE LAPSE OR IRREGULARITY COMMITTED BY A CERTAIN EMPLOYEE		FEEDBACK, COMPLAINT AND REDRESS COMMITTEE SECRETARIAT HRMO
			THE COMMITTEE SHALL ALSO FURNISH THE CLIENT A COPY OF THE FINAL REPORT OF HIS/HER CASE		FEEDBACK, COMPLAINT AND REDRESS COMMITTEE, SECRETARIAT, HRMO
			AN UPDATED REPORT OF FEEDBACK AND COMPLAINTS SHALL BE POSTED IN CONSPICUOUS PLACES WITHIN THE MUNICIPAL HALL		SECRETARIAT/HRMO