

FEEDBACK AND COMPLAINTS MECHANISM

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How to send feedback	The client or referring party could express their feedback through a Customer Satisfaction Measurement and Survey and Form that would be given at the end of the client's transaction in the DSWD XII which will be given after they were provided with the services they need.
How feedback is processed	The duly accomplished Customer Satisfaction Measurement and Survey Form shall be consolidated together with the generated online customer feedback form once a month, identifying issues and concerns of the clients, which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file complaint	<p>DSWD XII shall implement two mechanisms for handling grievances and complaints which are (1) Written Communication and Email which is handled by officer from ARTU XII, and (2) Personal or Onsite Complaints thru the establishment of the Public Assistance Complaint Desk (PACD).</p> <p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> ● Personal appearance (walk-in clients) through the Public Assistance and Complaints Desk- electronic email where concerns can be sent to artaunti12@gmail.com or arta.fo12@dswd.gov.ph ● Letters addressed to the Director IV, Loreto Jr. V. Cabaya through our ARTU Focal Bebeth E. Talembo ● Through 8888 Citizen's Complaint Center
How complaints are processed	
Written Communication and Email	<p>Step 1: Recording and Tagging of Grievances</p> <p>Grievances forwarded to the ARTU XII shall be received by the assigned incoming document administrative staff of HRMDD. The said officer shall log the document in the Electronic Document Tracking Management System (EDTMS) of the Department signifying that the document was received by the office. They will then forward it to the Welfare Section. The DRN, Subject of the document, and other pertinent details shall be listed in the monitoring tool for action.</p> <p>Step 2: Action and Response</p> <p>Upon receipt of the document, the Grievance Focal Person shall assess and inform the concerned staff/s, team, or section on their involvement in the received grievance case. The concerned staff or team shall be given three (3) days to respond to the complaint</p>

	<p>through a feedback letter. The said document shall be sent to the concerned parties copy furnished to the ARTU Focal Person.</p> <p>Step 3: Monitoring</p> <p>A designated Grievance Focal Person from Welfare Section shall be responsible for responding to and monitoring grievances concerning their respective office. All grievances will be recorded and monitored through a centralized system to ensure all grievances are provided with appropriate action in compliance with RA. 11032.</p> <p>Step 4: Termination</p> <p>Grievances provided with an action shall be marked as resolved if no further follow-through from the complainant is received after three (3) days from the date the feedback letter was sent.</p>
<p>Personal or onsite complaints</p>	<p>A PACD shall be stationed within the DSWD XII office operating area where it will be visible and accessible to clients. The management of the said offices shall designate a personnel to man the said desk to immediately respond to complaints of clients onsite. Below is the process of handling received cases.</p> <p>Step 1: Recording of PACD Concern</p> <p>The PACD Officer shall be in charge of addressing the concerns raised through the PACD and shall account all transactions through a PACD Monitoring Tool which will contain the basic information and contact details of the client, and their concern.</p> <p>Step 2: Assessment and Intervention</p> <p>The PACD Officer shall be responsible to assess the concern of the client and shall intervene based on the presented concern. They shall observe maximum tolerance and calmly handle clients expressing their concerns or plea, whatever the case may be. For brevity, the PACD Officer shall provide a brief description of the actions taken to resolve the concern of the client on the PACD Monitoring Tool.</p> <p>In cases that the client persisted to be unresolved with the intervention despite the diligent effort of the PACD Officer to assist them with their case, the PACD Officer shall be required to prepare an incident report and escalate the concern with the management.</p>
<p>Contact Person/s</p>	<p>Loreto Jr. V. Cabaya Regional Director or Bebeth E. Talembo 09156871604</p>

Contact Information of ARTA, PCC and CCB	Anti-Red Tape Authority (ARTA), complaints@arta.gov.ph , 8-478-5093 Presidential Complaint Center (PCC), pcc@malacanang.gov.ph , 8888 Contact Center ng Bayan (CCB), email@contactcenterngbayan.gov.ph , 0908-881-6565
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