

FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback</p>	<ol style="list-style-type: none"> 1. Answer the digital Client Satisfaction Survey (CSS) form via the digital tablet installed in every PGOM office, or if applicable, the customized printed client survey forms. 2. Contact info: (043) 288-7333 and/or pa@ormindoro.gov.ph.
<p>How feedbacks are processed</p>	<ol style="list-style-type: none"> 1. Every first week of the month, a designated personnel from the Provincial Administrator's Office – Organizational Development and Performance Management Division (PA-ODPMD) generates and consolidates the CSS results. These are then forwarded to the concerned offices/individuals. 2. For negative feedbacks and those that require answers/response, the Department/Division Head of the concerned office is instructed to immediately address said feedback and to provide the PA-ODPMD documentation on the status of complaint and the action taken by their office. 3. Response/Action of the concerned office is relayed to the client as soon as possible. 4. For inquiries and follow-ups, clients may contact PAdmO at (043) 288-7333.
<p>How to file a complaint</p>	<ol style="list-style-type: none"> 1. Complaints can be filed either thru telephone numbers below, by dropping the written complaint or filling up the digital CSS form at the Public Assistance and Complaints Desk located at the 2nd Floor, Provincial Administrator's Office, Main Bldg., Provincial Capitol Complex, Camilmil, Calapan City. 2. The name, designation and office of the person being complained must be clearly indicated as well as the actual incident and evidence of the complaint. 3. For inquiries and follow ups, clients may contact PAdmO at (043) 288-7333.
<p>How complaints are processed</p>	<ol style="list-style-type: none"> 1. Results of CSS, including the complaints, are generated and consolidated on a monthly basis. 2. The Provincial Administrator's Office, through its Organizational Development and Performance Management Division (PA-ODPMD), endorses the complaints to concerned departments/individuals for appropriate immediate action and intervention. 3. The Department/Division Head of the concerned office is instructed to provide the PA-ODPMD documentation of its status and the action taken by their office. 4. Response/Action of the concerned office is relayed to the complainant as soon as possible. 5. The client shall be notified of the progress of the complaint. 6. For inquiries and follow ups, clients may contact PAdmO at (043) 288-7333.
<p>Contact Information of Contact Center ng Bayan (CCB), Presidential Complaints Center (PCC), Anti Red Tape Authority (ARTA)</p>	<p>ARTA: complaints@arta.gov.ph :1-ARTA (1-2782) PCC: 8888 CCB: 0908-881-6565</p>