



### Feedback and Complaints Mechanism

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback or suggestions?	<ol style="list-style-type: none"> <li>1. Get feedback or suggestion form</li> <li>2. Answer the client feedback or suggestion form and drop it to the designated drop-box located at the municipal lobby.</li> </ol>
How feedback is processed?	<ol style="list-style-type: none"> <li>1. Every end of the month, the assigned employee opens the drop box and compiles and records all feedback submitted.</li> <li>2. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</li> <li>3. The answer of the office is then relayed to the citizen.</li> </ol> <p>For inquiries and follow-ups, clients may contact the following telephone number: (043) 419-0150/ (043) 419-7511.</p>
How to file complaints?	<ol style="list-style-type: none"> <li>1. Submit letter of complaint to Executive Assistant/Secretary.</li> </ol>
How complaints are processed?	<ol style="list-style-type: none"> <li>1. Evaluate complaints.</li> <li>2. Upon evaluation, Executive Assistant/Secretary shall start the investigation and forward the complaint to the relevant office or official/personnel involved for their explanation.</li> <li>3. The Executive Assistant/Secretary will create a report after the investigation and shall submit it to the Head of Agency or other official/personnel/agencies concerned for appropriate action.</li> <li>4. Executive Assistant/Secretary will give the feedback to the client.</li> </ol> <p>For inquiries and follow-ups, clients may contact the following telephone number: (043) 419-0150/ (043) 419-7511</p>
Contact information of Office of the Mayor	<p>mayorsoffice1011@yahoo.com (043) 419-0150/ (043) 419-7511</p>