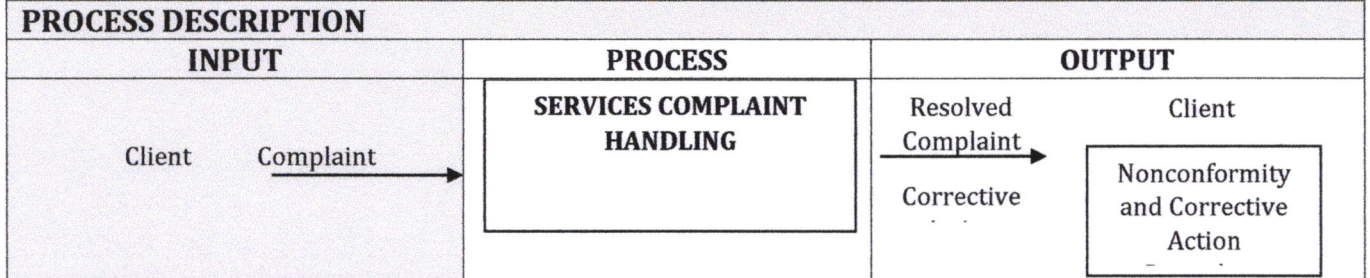




PROCEDURE TITLE	SERVICES COMPLAINT HANDLING
SCOPE	This process covers the activities from the receipt of the complaint up to the initiation of the corrective action.
PURPOSE/S	To define the process for the effective handling, response and resolution of complaints related to DILG-Regional Office 13's services.



DESCRIPTIVE STATEMENT:

The Process is triggered by receiving complaint from the Client. The Action Officer then record the complaint in the Client Complaint Log Sheet and forward to the concerned Division Chief/ Head of Office for review and instruction. The assigned Action Officer will validates and assesses the complaint, completes the details of the complaint in the Client Complaint Form, and submits a copy of the signed CCF to the QMS Secretariat for the issuance of Corrective Action Report (CAR) in accordance with the Nonconformity and Corrective Action Procedure. The Action Officer will then implement the corrective action.

Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
1	Action Officer	Receive Client's Complaints	<ul style="list-style-type: none"> Receive Client's Complaint in the form of letter, e-mail, phone call, CSS result, or verbally-expressed complaints. Log the complaint in the Client Complaint Form. Forward complaint to the concerned Division Chief/Head of Office. 	<ul style="list-style-type: none"> Complaint with supporting documents, if any Client Complaint Form (CCF) (FM-R13-SP-05-01)
2	Division Chief/Head of Office	Review the nature of complaint and assign to Action Officer.	<ul style="list-style-type: none"> Review the nature of complaint and assign to concern Action Officer to validate and/or prepare response and comply with any other special instruction. 	<ul style="list-style-type: none"> Complaint with supporting documents, if any Client Complaint Form (CCF) (FM-R13-SP-05-01)
3	Action Officer; Division Chief/OIC/Unit Head; Division/Head of Office	Validate and assess the complaint	<ul style="list-style-type: none"> Describe clearly the complaint. Issue Control number (YYYY-QPCode-series) and Log in the Complaints Logbook. Validate the complaint. If complaint is valid, proceed to step 4; else, prepare and send letter-reply to 	<ul style="list-style-type: none"> Complaint with supporting documents, if any Client Complaint Form (CCF) (FM-R13-SP-05-01) Letter-reply