



CITIZEN'S CHARTER

FEEDBACK MECHANISM

FEEDBACKS AND COMPLAINTS



Who May Avail of the Service:

All concerned who availed the services of the City Government.

Schedule of Availability Of Service:

Monday to Friday excluding Holidays
8:00 AM to 5:00 PM (No Noon Break)



Requirements:

- Feedback Form; or
- Complaint Form

Procedures:

Step	Applicant/Client	Service Provider	Duration of Activity <small>(under normal circumstances)</small>	Person in Charge	Fees	Form
1	<p>Fill-up the Feedback Form/ Complaint Form located at our Public Assistance and Complaints Desk and HRDO.</p> <p>Drop the Feedback Form inside the Suggestions Box; or personally file your complaint with the HRDO</p>	<p>Assist the client with the complaint.</p> <p>The HRDO shall refer the complaint to the Office/ Department Head who is given five (5) days to conduct an investigation and/or conduct appropriate action.</p>	5 minutes	<p>Public Assistance and Complaints Desk Officer/</p> <p>or HRDO</p>	No fees to be collected	Feedback Form/ Complaint Form
END OF TRANSACTION						