

FILING OF NEW COMPLAINT

DURATION:



A. WHO MAY AVAIL OF THE SERVICE?

- Any aggrieved party who wishes to file a complaint
- Representative of the complainant

B. WHAT ARE THE REQUIREMENTS?

- Verified complaint-affidavit including attachments (at least 3 copies)
- Number of Copies = (Number of named respondents +4)
- Certificate of Non-Forum Shopping

| STEP | APPLICANT/CLIENT | SERVICE PROVIDER | RESPONSE TIME | PERSON IN CHARGE | FEES | FORMS |
|---------------------------|--|---|---------------|-------------------------------------|------|-------------------------------------|
| 1 | a. Presents Visitor’s Slip b. Submits complaint-affidavit, attachments, and Certificate of Non-Forum Shopping | a. Greets complainant b. Receives complaint-affidavit c. Checks requirements as to completeness d. Stamps “RECEIVED” on original and receiving copy | 5 minutes | Receiving Officer (Records Section) | None | Visitor’s Slip |
| 2 | a. Accepts receiving copy b. Fills-out Feedback Form c. Gets Visitor’s Slip for release of ID at the Lobby Guard | a. Encodes details of the complaint in the Case Complaint Monitoring System (CCMS) [NB: CCMS generates an automatic Internal Control (IC) Number] b. Writes IC on the receiving copy c. Gives receiving copy to the complainant d. Reminds client to drop Feedback Form in the designated box located at the Ground Floor Lobby e. Signs Visitor’s Slip | 10 minutes | Encoder (Records Section) | None | Visitor’s Slip Feedback Form |
| END OF TRANSACTION | | | | | | |