

HOW TO FILE A NEW COMPLAINT



If complaint is already UNDER OATH
AGGRIEVED PARTY or **REPRESENTATIVE** can
proceed to the OMB-MOLEO Records Section Receiving Window

must submit the following:
**COMPLAINT AND ATTACHMENTS x NO. OF
RESPONDENTS + 4 COPIES**
**SWORN CERTIFICATE OF NON-FORUM SHOPPING
(CNFS)**



If **REQUIREMENTS** is **INCOMPLETE**,
the Aggrieved Party will be referred to
OMB-MOLEO Public Assistance Bureau



If complaint is NOT UNDER OATH
AGGRIEVED PARTY or **REPRESENTATIVE** may proceed to
OMB-MOLEO Public Assistance and Community Coordination
Bureau



Present (2) two **VALID IDs** to the Officer-In-Charge who will refer
the Aggrieved Party to an Ombudsman Lawyer for
verification under oath



Aggrieved Party will then be advised to proceed
to the OMB-MOLEO Records Section to submit
his sworn complaint-affidavit, supporting documents,
and CNFS



- AGGRIEVED PARTY** or **REPRESENTATIVE** leaves after
- Being given his **RECEIVING COPY** with **INTERNAL CONTROL* (IC) NUMBER** written on it.
 - Presenting Visitor's slip signed by the OMB-MOLEO Records Section or OMB-MOLEO Public Assistance and Community Coordination Bureau Officer to the 1st Floor Lobby Guard and claiming his ID
 - Dropping his Feedback Form on the appropriate box at the 1st Floor Lobby.

The **IC Number** is **USEFUL** when requesting
for case status of newly-filed cases

