

Consumer Protection

Frontline Service

30. Consumer Complaints Handling (Under DTI Jurisdiction)

Consumer Complaints Handling is considered a **SIMPLE** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days. If mediation is not scheduled within 3 days, you may file a complaint via email (ask@dti.gov.ph).

Consumer Complaints Resolution aims to ensure that all consumer complaints received are resolved in accordance with applicable laws and procedures.

Office or Division:	Fair Trade Enforcement Bureau – Mediation Division	
Classification:	Simple	
Type of Transaction:	G2C	
Who may avail:	Natural or Judicial Person	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Accomplished Complaint Form		
2. Proof of Transaction		
3. Other evidences to substantiate claim		

CLIENTS STEPS	AGENCY'S ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit formal Complaint	Evaluate complaint as to completeness and assign to Mediation Officer	N/A	3 working days	Division Chief/ Technical Staff
Receive notice of mediation	Schedule and issue Notice of Mediation to concerned parties			Mediation Officer/ Technical Staff