

# HANDLING 8888 COMPLAINTS AND GRIEVANCES (GROUP: PROGRAM WIDE AND DIVISION WIDE)

## I. OFFICE OR DIVISION

OFFICE OF THE REGIONAL DIRECTOR/ SOCIAL MARKETING UNIT

## II. SCHEDULE OF AVAILABILITY OF SERVICE

MONDAY- FRIDAY (8:00 AM-5:00 PM)

## III. WHO MAY AVAIL OF THE SERVICE

ALL REFERRED CLIENTS FROM THE AGENCY OPERATIONS CENTER OF DSWD CENTRAL OFFICE

WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
1. 8888 Ticket (1 copy)	Agency Operations Center of DSWD Central Office
2.Feedback Report (1 copy)	Field Office VII 8888 Grievance Team

AGENCY STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Agency Operations Center of DSWD Central Office sends an 8888 ticket to the Field Office.	None	10 minutes	<b>Maricor B. Mercado</b> <i>PDO I – Grievance Officer</i>  8888 Technical Staff
2. Sends the approved feedback report to the Agency Operations Center of DSWD Central Office	None	10 minutes	<b>Maricor B. Mercado</b> <i>PDO I – Grievance Officer</i>  8888 Technical Staff

Service is covered under EO No. 6, S. 2016

## VI. FEEDBACKS AND COMPLAINTS MECHANISM

How to send feedback	The client sends the accomplished feedback form to the Field Office VII 8888 email address – reklamo.fo7@dswd.gov.ph
How feedbacks are processed	The 8888 Technical Staff consolidates and processes the responses gathered and gives a consolidated report to the Regional Director.
How to file a complaint	<p>To file a complaint against the concerned 8888 grievance officer to the Regional Director and provides the following details:</p> <ul style="list-style-type: none"><li>• Full name and contact information of the complainant</li><li>• Complaint Narrative</li><li>• Evidences</li><li>• Name of the person being complained</li></ul> <p>Send all complaints to:</p> <p>Director Shalaine Marie S. Lucero, CESO IV DSWD Field Office VII MJ Cuenco Corner Gen. Maxilom Ave. Carreta, Cebu City Or email at <a href="mailto:ord.fo7@dswd.gov.ph">ord.fo7@dswd.gov.ph</a></p>
How complaints are processed	<p>The Grievance Committee of the Field Office processes the complaints received against the concerned 8888 grievance officer.</p> <p>The Committee evaluates and determines the complaints received on a weekly basis. The Committee coordinates with the 8888 Grievance Team to answer the complaint and investigates, if necessary. After the concern is addressed or after the conduct of the investigation, the Committee prepares an incident report for appropriate action of the Regional Director.</p> <p>The Committee gives feedback to the clients via email.</p> <p>For follow-ups or queries, the contact information are as follows: Trunk lines: (032) 233-0261/ 232-9505 Direct Line: (032) 231-2172 Email: <a href="mailto:fo7@dswd.gov.ph">fo7@dswd.gov.ph</a></p>
Contact Information of CCB, PACe, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> : 8-478-5093</p> <p>PACe: <a href="mailto:pace@op.gov.ph">pace@op.gov.ph</a> : 8249-8310 local 8174</p> <p>CCB : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> : 0908-881-6565</p>