

HANDLING OF 8888 INQUIRIES, COMPLAINTS AND GRIEVANCES

I. OFFICE OR DIVISION

OFFICE OF THE REGIONAL DIRECTOR/ SOCIAL MARKETING UNIT

II. SERVICE CLASSIFICATION

SIMPLE

III. SCHEDULE OF AVAILMENT OF SERVICES

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

IV. WHO MAY AVAIL OF THE SERVICE

A PERSON WHO HAS INQUIRIES, COMPLAINTS, AND GRIEVANCES TO THE DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT (DSWD) IS RECEIVED THROUGH THE 8888 CITIZENS’ COMPLAINT HOTLINE PORTAL.

WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
Required documents for processing 8888 Citizens' Complaint Hotline inquiries, complaints, or grievances: 1. One (1) Copy of the Referral Letter (PDF format): This contains the Ticket Reference Number issued by the 8888 Citizens' Complaint Center. 2. Client Information (if available): This includes the client’s name, address, telephone number, and email address (if applicable). 3. Inquiry/Complaint/Grievance Details: This provides a complete and detailed description of the concern.	8888 Citizens’ Complaint Center

V. HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client or Citizen to lodge/file their inquiries, complaints, or grievances, regarding the Department of Social Welfare and Development (DSWD) programs, services, or staff via the 8888.	None	15 minutes	Asec. Romel M. Lopez Assistant Secretary for Strategic Communications and 8888 Permanent Focal Person
2. The 8888 client/s shall receive a response/ action on the concern.	None	5 minutes	Leah T. Quintana <i>Regional Information Officer</i>
3. Receive a response or resolution to the client’s concern.	None	8 minutes	Asec. Romel M. Lopez Assistant Secretary for Strategic Communications and 8888 Permanent Focal Person

VI. PROCESSING TIME

3 Days

VII. FEEDBACKS AND COMPLAINTS MECHANISM

How to send feedback	<p>SMU:The client sends the accomplished feedback form to the Field Office VII 8888 email address – reklamo.fo7@dswd.gov.ph</p> <p>STU:After provision of every Service, the Attending Technical Staff or Social Technology Unit (STU) shall ask the Customer to answer the Customer Satisfaction Survey (CSS) via Google Form or printed form as deemed appropriate.</p>
How feedbacks are processed	<p>SMU: The 8888 Technical Staff consolidates and processes the responses gathered and gives a consolidated report to the Regional Director.</p> <p>STU: Every end of the month, the Document Controller shall spearhead the conduct of data analysis to the gathered data and complaints received through root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation. The previous year results shall also be compared to the current to determine if there is improvement and/or need for further action.</p> <p>The Document Controller shall submit the Unit Monthly/Quarterly/Semestral Client Satisfaction Measurement Report to the Overall Document Controller/ Records and Archives Management Division via electronic email and signed hardcopy for storage and safekeeping.</p> <p>The Annual Client Satisfaction Measurement Survey Results shall be submitted by the Clusters/FO to the Committee on Anti Red Tape every 5th day of January of the succeeding year, copy furnished the Overall Document Controller.</p> <p>The result of the Quarterly Client Satisfaction Measurement Report and its analysis, should be discussed during the Clusters Management Teams. All reports must be readily available and accessible to provide a means for a particular Offices and Services to use the results in various reports</p> <p>The DNTSC / PMT on Quality Management, depending on the customer satisfaction measurement result and data analysis report, may require the Internal Quality Audit (IQA) Team to work on the monitoring of approved recommended actions.</p> <p>The Regional Director shall forward to the STU all feedback/complaints requiring answers. The Concerned STU staff is required to answer within three (3) days of the receipt of the feedback/complaint. The answer of the concerned staff to the feedback/complaint is then relayed to the citizen/client.</p> <p>The results of feedback are reported during the meetings for improvement of systems and processes, and/or staff behavior.</p> <p>For inquiries and follow-ups, customers may also contact STU as listed below.</p>

How to file a complaint

SMU: The clients send complaints against the concerned 8888 grievance officer to the Regional Director and provides the following details:

Full name and contact information of the complainant
Complaint Narrative
Evidences
Name of the person being complained

Send all complaints to:
The Regional Director
DSWD Field Office VII
MJ Cuenco corner Gen. Maxilom Ave.
Carretta, Cebu City
or send it through email at ord.fo7@dswd.gov.ph

STU: The Complaints may be filed through the following channels:Formal channel:

- Email addressed to Regional Director via (please use as subject “Complaint”)
- Informal channels: through phone calls to concencerned listed below:
(+63) (032) 233-8785, (+63) (032) 233-0261 or (+63) (032) 2312172.
- Complaint box: Drop a complaint in the STU Complaints Box that shall also be made available near the door of the Social Technology Unit.

Concerned citizens or complainants are requested to include the following information in their complaint: (Hinhiling na sa pag susumite ng reklamo ng kliyente, huwag kalimutan ang mga sumusunod):

- Staff/Person/s Involved [Nasasangkot na kawani]
- Incident and other facts [Insidente at mga datos]
- Evidence [Ebidensya]

How complaints are processed

SMU:
The Grievance Committee of the Field Office processes the complaints received against the concerned 8888 grievance officer.

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.

The Committee gives feedback to the clients via email.

For follow-ups or queries, the contact information are as follows:
Trunk lines: (032) 233-0261/ 232-9505
Direct Line: (032) 231-2172
Email: fo7@dswd.gov.ph

VII. FEEDBACKS AND COMPLAINTS MECHANISM

	<p>STU: Complaints received through telephone and dropbox shall be processed immediately by the designated Grievance Focal Person of the Field Office. Said focal shall then forward the complaint for processing and evaluation by the Grievance Committee composed of the Management Committee (ManCom), led by the Regional Director.</p> <p>Upon careful investigation of the Complaint, the Grievance Committee shall prepare a response letter to the Complainant.</p> <p>A report shall also be forwarded to the Cluster Head on the complaints as well as the actions taken and recommendation/s by the Grievance Committee.</p> <p>Complainants may also follow-up the actions taken by the Office through telephone numbers (+63) (032) 233-8785, (+63) (032) 233-0261 or (+63) (032) 2312172 and email at fo7@dswd.gov.ph</p>
Contact Information of CCB, PACe, ARTA	<p>Anti Red Tape Authority (ARTA) complaints@arta.gov.ph or call at 8478–5091 or 8478–5093.</p> <p>Presidential Action Center (PACe) pace@op.gov.ph Hotline 8888 or 82498310 loc. 8175 or 8182 Tel Nos. 8736-8645, 8736-8603, 8736-8606, 8736-8629, 8736-8621</p> <p>Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph 0908-881-6565</p>