



MUNICIPALITY OF TUBIGON

**CITIZEN'S
CHARTER**





FEEDBACK & COMPLAINTS MECHANISM

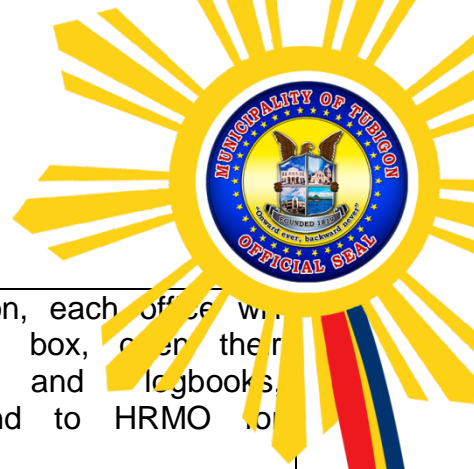




Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM

How to send a feed back	<p>Clients may send their feedback through the following mechanisms:</p> <ol style="list-style-type: none">1) Clients may fill up the customer feedback mechanism form (the form is available at the table of each PACD) and drop it at the designated suggestion box at the assigned Public Assistance & Complaints Desk of the transacting office.2) Clients can send your feedback through e-mail (e-mail address of the transacting office are posted in front of each office).3) Clients may opt to talk to the assigned Officer of the Day of transacting office.
How feedbacks are processed	<p>Every Friday afternoon, each office will open the suggestion box, open their respective emails and logbooks, consolidate and send to HRMO for consolidation.</p> <p>The HRMO will consolidate all feedbacks and make a week consolidated report and present it during the Executive Meeting (every Monday) for discussion and deliberation. The Mayor or the Municipal Administrator will address the feedback to respective Office for proper action needed.</p>
How to file a complaint	<p>Clients may send their complaints through the following mechanisms:</p> <ol style="list-style-type: none">1) Clients may fill up the customer feedback mechanism form (the form is available at the table of each PACD) and drop it at the designated suggestion box at the assigned Public Assistance & Complaints Desk of the transacting office.2) Clients can send their complaints through e-mail (e-mail address of the transacting office are posted in front of each office).3) Clients may opt to talk to the assigned Officer of the Day of transacting office.



How complaints are processed	<p>Every Friday afternoon, each office will open the suggestion box, open their respective emails and logbooks, consolidate and send to HRMO for consolidation.</p> <p>The HRMO will consolidate all complaints and make a week consolidated report and present it during the Executive Meeting (every Monday) for discussion and deliberation. The Mayor or the Municipal Administrator will address the complaints to the respective Office for proper action needed.</p> <p>After evaluation of the proper action needed, the concerned office shall start the investigation and create a report and shall submit it to the Head of the Agency or to the Municipal Administrator for appropriate action.</p> <p>The concerned Department Head will give the feedback to the client of the action that has been prepared through call or text or in person.</p>
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