1. HANDLING OF 8888 COMPLAINT FROM CITIZENS' COMPLAINT CENTER

OFFICE OR DIVISION	OFFICE OF THE EXECUTIVE DIRECTOR
CLASSIFICATION	SIMPLE
TYPE OF TRANSACTION	COMPLAINTS HANDLING RECEIVED FROM THE 8888 CITIZENS' COMPLAINT CENTER
WHO MAY AVAIL	CUSTOMER

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
CLIENT STEP	WORKFLOW	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will file a complaint to 8888 Citizen's Complaint Center (CCC)	1.1 Office of the Executive Director (OED) will receive all received complaints for the analysis of the nature of complaint raised by the customer. 1.2 OED will forward the complaint/ information as to the nature of complaints to the Freedom of Information (FOI) Receiving Officer.	1.1 OED will receive the complaint and acknowledge its receipt from Department of Agriculture Internal Audit Service (DA-IAS) 1.2 OED will endorse the complaint to the FOI.	None	30 mins 30 mins	Administrative Assistant III Administrative Assistant III/ Freedom of Information Receiving officer
2. Client will be contacted if contact information is disclosed.	1.1 The FOI Receiving Officer will coordinate and analyze the nature of complaint with the concerned division/ office/ individual. 1.2 The details of complaint recorded by the concerned division will be forwarded to the Document Information Officer (DIO)/ Deputy DIO for the issuance of Nonconformity and Corrective Action Report (NCAR) Form. 1.3 The DIO/DDIO will forward the NCAR to the concerned Division Chief or to the OED. The Division Chief must identify the personnel involved in the process being complaint and perform	1.1 FOI will endorse the complaint to the concerned division/ office/ individual. 1.2 Division/ office/ individual will forward the complaint to DIO/ DDIO for the issuance of NCAR. 1.3 DIO/ DDIO will forward the NCAR to the concerned Division Chief/ OED to conduct root cause analysis.	None	2 hours 4 hours 4 hours	Freedom of Information Officer/ Concerned division/ office/ individual DIO/ DDIO/ Concerned division/ office/ individual DIO/ DDIO/ Division Chief of Concerned division/ office/ individual Special Assistant for Special Concerns

	root cause analysis in order to identify the true cause of the complaint. All immediate and long-term corrective actions made must follow the Control of Nonconforming Output and/or NCAR				
	1.4 OED will file output and/or NCAR as supporting pieces of evidence	1.4 Filling of documents of OED.		30 mins	Administrative Assistant III
	1.5 The Division Chief of concerned divisions will perform verification (s) to ensure that the corrective actions taken were effective and provide the customer in writing all actions being done and how the problem is resolved.	1.5 Division Chief will perform verification (s).		4 hours	Division Chief of concerned division/ office/ individual
	1.6 FOI will draft a response for the DA-IAS and complainant.	1.6. OED will forward the response to DA-IAS and complainant.		1 wd-	Freedom of Information Officer
	1.7 OED will provide a response to DA-IAS and complainant.			30 mins.	Administrative Assistant III
3. Client will receive resolution of his/her complaint	1. All records must be kept the DIO/DDIO.	1. All complaints received by the division/ office must be reported during FPA Management Committee/ Management Review Meeting	None	None	DIO/ DDIO
Total :			None	1 working day and 16hours	

2. CUSTOMER FEEDBACK

OFFICE OR DIVISION	OFFICE OF THE EXECUTIVE DIRECTOR				
CLASSIFICATION	SIMPLE				
TYPE OF TRANSACTION	CUSTOMER FEEDBACK				
WHO MAY AVAIL	CUSTOMER				
CHECKLIST OF REQUIREMENTS				**WHERE TO SECURE**	
CLIENT STEP	**WORKFLOW**	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client/Stakeholder shall fill-out the Client Satisfaction Survey Form (CSSF) handed over to them by OED	1.1 The OED shall hand over to client/stakeholder a CSSF after completion of services	1.1 The concerned division shall hand over to client/ stakeholder a CSSF after completion of services	None	1 min 5 min	Administrative Assistant III Client
	1.2 Client/ Stakeholder shall answer each item on CSSF with truthfulness	1.2 The CSEMT shall evaluate the scores		1 hour	Administrative Assistant III
	1.3 The OED shall receive the tally of all the answers per item in all the CSSFs submitted			1 hour	Administrative Assistant III
	1.4 The OED shall respond to complaints and suggestions				
Total:			None	2 hours and 6mins	