



# FEEDBACK AND REDRESS MECHANISM

Please let us know how we have served you by doing any of the following:

1. Accomplish our Feedback Form available in the offices and put in the drop box at Public Assistance and Complaint Desk;
2. Send feedback through e-mail (pao\_executive@yahoo.com) call us at 8929-9436;
3. Talk to our PUBLIC ASSISTANCE DESK OFFICER.

If you are not satisfied with our service, your written/verbal complaints shall immediately be attended to by the Action Officer at the Public Assistance and Complaint Desk. THANK YOU for helping us continuously improve our services.

## PROCEDURE FOR FILING COMPLAINTS

	Person Responsible	Action Taken	Period to Act
1	Complainant/s	Approach and inform the Public Assistance Desk Officer of his/their intention to file a complaint against a PAO officials and/or employee;	
2	Public Assistance Desk Officer	Direct the complainant to the Executive Support Staff or the Legal Research Service to talk to the Officer of the Day regarding the nature of his/their complaint;	
3	Complainant/s	Submit a written complaint, under oath, to the Executive Support Staff or the Legal Research Service, either in person or through registered mail. The Officer of the day shall administer the oath if necessary;	
4	Disciplining Authority	Direct the respondent/s to submit his/their explanation/comment within three (3) days upon receipt thereof;	Within five (5) days from receipt of the valid complaint.
5	Disciplining Authority	Furnish complainant/s a copy of the respondent's explanation comment and inform him/them that he/they may submit his/their reply/comment;	Within five (5) days from receipt of the explanation/comment
6	Complainant/s	File a reply/comment on the respondent/s' explanation/comment addressed to the Disciplining Authority, furnishing a copy to the respondent/s;	Within five (5) days from receipt of the letter
7	Disciplining Authority	Furnish respondent/s a copy of the complainant/s' reply/comment and inform the respondent/s that he/they may submit his/their rejoinder;	Within five (5) days from receipt of the reply/comment
8	Disciplining Authority	Furnish complainant/s a copy of the respondent's rejoinder and inform him/them that he/they may submit his/their rejoinder;	Within Five (5) days from receipt of the rejoinder
9	Disciplining Authority	Issue a resolution which shall discuss the merit of the complaint based on the claims and evidence submitted by the respective parties.	