

Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback?	Get a copy of the DENR Client Feedback Form.
	2. Answer the DENR Client Feedback Form.
	3. Fill out the Commendation and/or Complaint portion of the Form.
	Drop it in the designated drop box near the Public Assistance and Complaint Desk (PACD).
	Client can also share their feedback or complaints using the online survey form by scanning the QR code posted on conspicuous areas of DENR offices or by visiting the link https://bit.ly/2024DENRFeedback
How feedback is processed?	Every Friday, the Public Assistance Complaints Desk Officer (PACDO) shall open the drop box, and compile and record all feedback submitted.
	Feedback requiring answers shall be forwarded to the relevant offices and where they are required to answer within three (3) days upon receipt of the feedback.
	The answer of the concern office shall be then relayed to the client.
	For inquiries and follow-ups, clients may contact the following telephone number and email address:
	8927 6336
	scis.smcrd@denr.gov.ph
	Julie Gorospe Ibuan
	Stakeholder Management and Conflict Resolution Division



How to file complaints?	Get a copy of the DENR Feedback Form.
	2. Fill out the client information
	3. Answer the Complaint portion.
	Drop the accomplished DENR Feedback Form at the designated drop box in front of the Public Assistance Complaint Desk
	5. Complaints can also be filed via telephone through the DENR Action Center/Hotline with mobile number 0939-902-0805 or 0939-918-0169. Make sure to provide the following information:
	Name of person being complained
	Position/Office
	Incident
	Evidence
How complaints are processed?	The Public Assistance Complaints Desk Officer (PACDO) shall open the DENR Feedback drop box on a weekly basis and evaluate each complaint. The complaints shall be classified according to gravity.
	Upon evaluation, and approval of the SCIS (for Central Office) and Regional Strategic Communication and Initiatives Group (for Regional Offices) the PACDO shall forward the complaint to the relevant office for their appropriate action.
Contact Information of Anti-Red Tape Authority (ARTA)	4 th and 5 th Floor NFA Building,
	NFA Compound, Visayas Avenue, QC
	Hotline: 888
	Contact No.: (02) 8478-5091, 8478-5093, 8478-5099
	Email: info@arta.gov.ph and complaints@arta.gov.ph
	Web: http://arta.gov.ph/fileacomplaint/complaint-form/



Contact Information of Presidential Complaint Center (PCC)	Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila
	Hotline:8888
	Contact No. (02) 8736 8645, 8736 8603
	Email: pcc@malacanang.gov.ph
	Web: https://osetc.gov.ph/agency/presidential-complain-center-pcc/
Contact Information of Contact Center ng Bayan (CCB)	Text: 0908 881 6565
	Contact No.: 1-6565* (Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines)
	Email: email@contactcenterngbayan.gov.ph
	Web: www.contactcenterngbayan.gov.ph
	www.fcebook.com/civilservicegovph
Contact Center of the Office of the Ombudsman (OMB)	Ombudsman Building, Agham Road, North Triangle, Diliman, Quezon City
	Contact No.: (02) 89262-OMB (662)
	Text Hotline: 0926 6994 703
	Trunkline: (02) 8479-7300
	Email: pab@ombudsman.gov.ph