

IX. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Accomplish the client feedback form that would be given by the stationed guard at the entrance of the premises or email the respective DepEd RO Official Email Address
How feedbacks are processed	Public Affairs Offices (CO: PAAC, RO: PAU, SDO: Office of the SDS, Schools: School Head) will collect the feedback forms every week for recording, and endorsement to concerned offices. Issues and requests shall be addressed by the concerned office/s, and monitored and recorded by the respective public affairs office
How to file a complaint	Walk-in: Go to the respective Public Affairs Office of the respective governance level. Discuss the concerns with the designated complaints officer. Submit necessary evidence, if applicable. Email/Hotline: Send/Discuss complaint thru the official PAAC email address (action@deped.gov.ph) or the official email address of the respective office or call Hotline 8888
How complaints are processed	The complaints officer will record the complaint on their respective database. If the necessary information is provided and complete, the officer will prepare appropriate Request for Action (RFA). The complaints officer will then monitor the response/action taken through email and/or phone call. The complaints officer will send updates to the concerned party.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph : 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)