

SENTRO NG WIKANG FILIPINO-UP DILIMAN

VI. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	<p>Send email to swf@upd.edu.ph regarding Office of Sentro ng Wikang Filipino delivery of service/s.</p> <p>Answer the client feedback form and drop it at the Office of Sentro ng Wikang Filipino Feedback drop box.</p> <p>Clients may call the following telephone numbers to send feedback: Landline: 8924-4747 Trunkline: 8981-8500 locals 4584/4585</p>
How feedback is processed	<p>When feedback was sent through email, the Administrative Officer IV and University Extension Specialist II, acting as Feedback Officers, acknowledge feedback and reply to client's email within 48 hours.</p> <p>Feedback Officers open feedback drop box at the end of the work day, review feedbacks and endorse to concerned staff for reply when necessary.</p> <p>Concerned staff is given 48 hours (except when feedback was given on a Friday, hence, answer is expected to be given by Tuesday) to answer client feedback needing reply; respond through contact information provided in the feedback form.</p>
How to file complaints	<p>Send email to swf@upd.edu.ph regarding complaint. Indicate:</p> <ul style="list-style-type: none">- name of person being complained;- date and time of incidence;- nature of complaint;- evidence <p>Answer the client complaint form and drop it at the Office of Sentro ng Wikang Filipino Complaint drop box. Indicate:</p> <ul style="list-style-type: none">- name of person being complained;- date and time of incidence;- nature of complaint;- evidence <p>Clients may also call the following telephone numbers to file a complaint: Landline: 8924-4747 Trunkline: 8981-8500 locals 4584/4585</p>

<p>How complaints are processed</p>	<p>When complaint was sent through email, the Administrative Officer IV and University Extension Specialist II, acting as Complaint Officers, acknowledge complaint and reply to client's email within 48 hours.</p> <p>Complaints Officers open complaint drop box at the end of the work day, evaluate complaints and endorse to concerned staff for reply.</p> <p>Concerned staff is given 48 hours (except when complaint was given on a Friday, hence, answer is expected to be given by Tuesday) to respond in writing to the complaint.</p> <p>Complaint Officers will create a report about the complaint to be submitted to the Office of Sentro ng Wikang Filipino Director for appropriate action.</p> <p>A copy of the report and the Office of Sentro ng Wikang Filipino's action will be furnished the client at the end of the process.</p> <p>For updates and follow ups, the client may call the following telephone numbers: Landline: 8924-4747 Trunkline: 8981-8500 locals 4584/4585</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>CCB: 0908-881-6565 (SMS) PCC: 8888 ARTA: 1-ARTA (1-2782); complaints@arta.gov.ph</p>