

SENTRO NG WIKANG FILIPINO-UP DILIMAN

VI. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	<p>Send email to swf.updiliman@up.edu.ph regarding Office of Sentro ng Wikang Filipino –UP Diliman delivery of service/s.</p> <p>Answer the client feedback form found in our website, www.swfupdiliman.org.</p>
How feedback is processed	<p>When feedback is sent through email, the Administrative Officer IV and the University Extension Specialist II, acting as Feedback Officers, will acknowledge feedback and will reply to client's email within 48 hours.</p> <p>Concerned staff is given 48 hours to answer client feedback needing reply. Weekends and holidays are not counted, hence, complaints received on a Friday will be answered by Tuesday the following week. Response will be sent through contact information/via email provided in the feedback form.</p>
How to file complaints	<p>Send email to swf.updiliman@up.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.
How complaints are processed	<p>When complaint is sent through email, the Administrative Officer IV and the University Extension Specialist II, acting as Complaint Officers, will acknowledge complaint and reply to client's email within 48 hours.</p> <p>Concerned staff is given 48 hours to respond in writing to the complaint. Weekends and holidays are not counted, hence, complaints received on a Friday will be answered by Tuesday the following week.</p> <p>Complaint Officers will create a report about the complaint to be submitted to the Office of Sentro ng Wikang Filipino-UP Diliman Director for appropriate action.</p>

	<p>At the end of the process, the client will be furnished with a copy of the report and the Office of Sentro ng Wikang Filipino's action.</p> <p>For updates, the client may email us at swf.updiliman@up.edu.ph.</p>
Contact Information of CCB, PCC, ARTA	<p>CCB: 0908-881-6565 (SMS) PCC: 8888 ARTA: 1-ARTA (1-2782); complaints@arta.gov.ph</p>