



1. Filing of Complaints/Recommendation/Feedback

This service aims to ensure that the Local Government Unit of Midsayap will continue to provide efficient *public* service to all clients availing of any of the services. Anyone regardless of status are free to file their complaints regarding the services availed or share their recommendations and feedbacks to the Public Assistance and Complaints Desk Officer.

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| Office or Division | Office of the Mayor | | | |
| Classification | Simple | | | |
| Type of Transaction | G2C-Government to Citizen | | | |
| Who may avail | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Filled up form and/or letter of complaint or call the hotline 8888 (1 copy) | | Public Assistance and Complaints Desk (Municipal Lobby) | | |
| Client Steps | Agency Action | Fees to be paid | Processing Time | Person Responsible |
| 1. Drop at the box the letter of complaint/recommendation/feedback at the Public Assistance and Complaints Desk at the Municipal Lobby. | 1. The Public Assistance and Complaints Desk Officer will open the box, evaluate, record and submit the letter of complaint at the Office of the Mayor | None | 15 Minutes | <i>Public Assistance and Complaints Desk Officer Human Resource Management Officer Office of the Mayor</i> |
| | 1.1 Immediately respond to the complainant thru investigation and forward the complaint to the respective office for their explanation. | None | 7 Hours | <i>Public Assistance and Complaints Desk Officer Human Resource Management Officer Office of the Mayor</i> |
| | 1.2 Prepare a report after the investigation and submit to the | None | 30 Minutes | <i>Public Assistance and Complaints Desk Officer Human Resource Management Officer</i> |



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| | Municipal Mayor. | | | Office of the Mayor |
| | 1.3 Prepare and submit reports to the DILG regarding the findings and result of the complaint and inform the complainant thru email, letter or phone call. | None | 15 Minutes | <i>Public Assistance and Complaints Desk Officer</i> <i>Human Resource Management Officer</i> <i>Office of the Mayor</i> <i>Municipal Mayor</i> <i>Municipal Administrator</i> <i>Office of the Mayor</i> |
| | TOTAL: | None | 8 Hours | |