



10. Filing of Complaint for OFW Welfare

This service can be availed by the OFW or his/her relative regarding employment status, salary or other related concern. Procedures of filing complaint are OWWA guidelines. The PESO-MIDSAYAP will only assist the complaint.

Office or Division	Public Employment Services Office (PESO)			
Classification	Highly Technical			
Type of Transaction	G2C - Government to Citizen			
Who may avail	OFW, relative or representative of the OFW			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any proof employment of the OFW		Client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Present the facts and issues.	1. Record the information. Prepare the Case Report and transmit to OWWA regional Office through email or fax.	None	30 Minutes	<i>Administrative Assistant I</i> Public Employment Service Office
2. Follow-up status of the complaint.	2. Inform the client about the action taken.	None	7 days	<i>Administrative Assistant I</i> Public Employment Service Office Technical Staff Overseas Workers Welfare Administration (OWWA Region 12)
TOTAL:		None	7 Days and 30 Minutes	