

## Feedback and Complaints



FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	Answer the client feedback form and drop it at the designated drop box in every unit/office.
How feedback is processed	<p>Every Friday, the Unit Anti Red Tape Focal Person of each unit/office opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to Head of Units/Colleges and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen copy furnished the UP Diliman ARTC.</p> <p>For inquiries and follow-up, clients may contact the following telephone number: <u>8-981-8500 VOIP 2570</u></p>
How to file a complaint	<p>Answer the client Complaint Form and drop it at the designated drop box in every unit/office.</p> <p>Complaints can also be field via telephone. Make sure to provide the following information</p> <ul style="list-style-type: none"> <li>- Name of person being complained</li> <li>- Incident</li> <li>- Evidence</li> </ul> <p>For inquiries and follow-up, clients may contact the following telephone number: <u>8-981-8500 VOIP 2570</u></p>
How complaints are processed	<p>The Unit Anti Red Tape Focal Person opens the drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the UARTEFP shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The UARTEFP will create report after the investigation and shall submit it to the Office of the Chancellor through the UP Diliman ARTC.</p> <p>The UARTEFP will give feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: <u>8-981-8500 VOIP 2570</u></p>
Contact Information of Anti Red Tape Committee (ARTC)	<p>UP Diliman Anti Red Tape Committee (UPD-ARTC)</p> <p>Email address: <a href="mailto:artc.upd@up.edu.ph">artc.upd@up.edu.ph</a></p> <p>Telephone Number: <u>8-981-8500 VOIP 2570</u></p>