



FEEDBACK AND COMPLAINTS MECHANISM

How to Send Feedback	Answer the CSAT form & drop it at the designated drop box of the concerned unit/department.
How to File A Complaint?	<p>Complaints can be filed via the following:</p> <ul style="list-style-type: none"> A. Telephone: B. Letter C. CSAT FORM D. KAMUSTEXT E. FB PAGE F. Personally proceed to PACD office or supervisor on duty <p>Make sure to provide the following information:</p> <ol style="list-style-type: none"> 1. Name of person/department being complained 2. Date & time of incident 3. Actual narration of incident 4. Evidence (if any) 5. Contact no of complainant
How Complaints are Processed	<p>I. If the complaint is from:</p> <ul style="list-style-type: none"> A. Telephone: it will be received by the Public Assistance and Information Unit and endorse to PACU, which shall acknowledge receipt of complaint. B. Letter or CSAT form: ISO office will collect from the dropboxes on a daily basis and endorse to PACU, which shall acknowledge receipt of complaint. C. KAMUSTEXT: there will be an automated text response of the acknowledgement of receipt of complaint. The complaint is also be forwarded to PACU by the ISO. D. FB Page: The Public Health Unit shall acknowledge the receipt of complaint and endorse to PACU. E. Personally proceed to PACU office or Supervisor of concerned office/unit/department: Any PACU member or supervisor shall receive the complaint, and provide initial intervention, if applicable. PACU staff and supervisor shall still



document the complaint and other details that transpired.

II. All received complaints shall be forwarded to the concerned department, and within 72 hours, an appropriate action must have been submitted to the PACU.

III. PACU shall inform/provide feedback to the complainant that appropriate action and/or investigation has been done.

* For complaints lodged under Presidential Complaint Center, CSC Contact Center ng Bayan or Anti-Red Tape Act, the Legal Officer shall take appropriate and timely action and feedback on the complaint lodged.

Name	Office	Contact no
Ricardo B. Runez, JR., MD Medical Center Chief	Baguio General Hospital Medical Center	(074) 442-3166 651-7910 LOCAL 223
Honorio Pangilinan, Md Chair, Public Assistance & Complaint Unit (PACU)	BGHMC PACU	Celno: 09209628535
Presidential Complaint Center		8888
CSC Contact Center ng Bayan		0908-8816565
Anti Red Tape Authority		478-5093