



## **FEEDBACKS AND COMPLAINTS MECHANISM**



## Customer Satisfaction Management

- The procedure was established to determine the efficiency and effectiveness of all the services provided by the PGC to its clients. The Feedback Mechanism Committee is responsible in collecting data and information, monitoring responses of all departments of the Provincial Government of Cavite and generates report that will serve as inputs for possible improvements and timely recovery efforts for customer satisfaction.

<b>Office or Division:</b>	Quality Management System – Feedback mechanism Committee			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Citizens, Government and Business			
<b>Who may avail:</b>	All Clients of PGC and PGC Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> <li>• Customer Satisfaction Survey Form</li> <li>• Customer Commendation Form</li> </ul>			CQMO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Issue Customer Satisfaction and Customer Commendation Forms to all offices.	None	15 Minutes	Administrative Staff  Cavite Quality Management Office
1. Encourage clients to fill-out Customer Satisfaction Forms. Complaints may also be set to <a href="mailto:feedback@cavite.gov.ph">feedback@cavite.gov.ph</a>	2.1 Collect duly accomplished forms by inserting in their feedback boxes in their respective offices and conspicuous places in the PGC	None	2 minutes per form	All Departments
2. Endorse to Feedback mechanism Committee	3.1 Collect all the forms on a monthly basis.	None	1 day	Administrative Staff
	3.2 If there are complaints, Conduct necessary investigation for complaints	None	2 hours per complaint	Cavite Quality Management Office
	3.3 Issuance of Corrective Action Report	None	32 hours	Feedback Mechanism Committee
3. Receive the Corrective Action Report and conduct necessary corrections.	4.1 Review, analyze and monitor actions taken.	None	2-5 working days	
	4.2 Inform the client of the action taken written in the CAR	None	4 hours	Feedback Mechanism Committee
	4.3 Encode the ratings on the Forms collected, including the complaints	None	8 hrs	Administrative Staff



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<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	reflected and corrective actions taken			Cavite Quality Management Office
	4.4 Generate Monthly Report and Office ratings	None	4 hours	Feedback Mechanism Committee
	4.5 Approve the Monthly Report	None	1 hour	Feedback Mechanism Committee Chair
	4.5 Report the Ratings during Top Management Meetings		1 hour	Feedback Mechanism Committee Chair
	TOTAL		6-10 working days	

### CONTACT INFORMATION

OFFICE	COMPLETE ADDRESS	CONTACT INFORMATION
Cavite Quality Management Office- ISO Committee on Feedback Mechanism	2 <sup>nd</sup> Floor, Main Building, Cavite Provincial Capitol, San Agustin, Trece Martires City	Telephone:(046) 460-4223 Email Address: <a href="mailto:info@cavite.gov">info@cavite.gov</a>