



PROFESSIONAL REGULATION COMMISSION
PUBLIC INFORMATION AND MEDIA RELATIONS SECTION

COMPLAINT OF COUNTER / WALK-IN CLIENTS

Step	Applicant/Client	Service Provider	Duration of Activity	Office/Person Responsible	Fees	Required Documents
1	Ask assistance from the Public Assistance and Complaints Desk (PACD) Officers for any complaints	Ask for the nature of the complaint and request Client to fill up Customer Feedback Form.	1-5 Minutes	PACD Officer-of-the-Day	None	Customer Feedback Form
2	Submit accomplished Customer Feedback Form to the PACD Officer-of-the-Day or drop Form in Suggestion Box.	Usher the Client to the concerned Chief who shall address the complaint: - For application for examinations and examination processes, OIC, Application and Qualification Evaluation Division - For initial registration and Professional ID Card renewal, Professional ID Cards and Certificates of Registration, OIC, Registration Division - For fees, facilities and administrative concerns, Chief, Cash Division/Administrative Division - For legal concerns and complaints vs. erring professionals, OIC, Legal and Investigation Division	10 Minutes	PACD Officer-of-the-Day and OIC/Chief of Division concerned	None	Customer Feedback Form
		Collect and consolidate the Customer Feedback Forms on a weekly basis and prepare regular summary report to ARTA Committee .	1 to 2 hours	ARTA Focal Person	None	
		Review the results of the Customer Feedback Form, discuss with officials and employees concerned, implement system improvements and recommend policies and programs to Commission.		ARTA Committee and concerned Supervisor/s	None	Customer Feedback Form

END OF TRANSACTION

COMPLAINT FILED THROUGH HOTLINE, SMS OR EMAIL

1	Send message through SMS or Call Complaints Hotline Nos. 310 0026 / 310 1047	Receive complaint and endorse to concerned supervisor	1-5 minutes	PIMRS	None	Customer Feedback Form
2		Concerned supervisor act on complaint	1-5 Minutes	Concerned Supervisor	None	Endorsement Letter, Copy of complaint/Customer Feedback Form, Reply to Client
3	Receive reply on action/s taken on complaint	Inform complainant of action/s taken on complaint	1-3 days	PIMRS	None	Endorsement Letter, Copy of complaint/Customer Feedback Form, Reply to Client

END OF TRANSACTION