

## CITIZENS CHARTER 2013 UPDATE

### Filing of Complaints

A complaint desk is created in the university to address complaints of clients regarding the services offered. The complaint desk is at the office of the Legal Officer of the University. The client needs to fill up a feedback form and submit to the complaint desk.

### Procedures for filing complaints

KEY ACTIVITIES		RESPONSIBLE	REFERENCE DOCUMENT
1. Fills out feedback Form	<ul style="list-style-type: none"> <li>Filling out of client feedback form and checks the box on "complaint"</li> </ul>	client	Feedback form
2. submits the accomplished feedback form	<ul style="list-style-type: none"> <li>Acknowledgement of the complaint</li> </ul>	Complaint desk	Feedback form
3. evaluation of Complaint	<ul style="list-style-type: none"> <li>evaluation of the complaint</li> <li>forwarding of the accomplished feedback form to concerned units</li> </ul>	Complaint desk Concerned unit	Feedback form
4. acknowledge receipt of feedback form and investigation of complain	<ul style="list-style-type: none"> <li>acknowledgement of the accomplished feedback form</li> <li>investigate complaint</li> </ul>	Concerned unit	Feedback form
5. prepare response to complaint	<ul style="list-style-type: none"> <li>preparation of concerned unit on the response to the complaint</li> <li>forwarding of response to the complaint desk</li> </ul>	Concerned unit Complaint desk	Feedback form
6. acknowledges response and informs client	<ul style="list-style-type: none"> <li>acknowledgement of the response</li> <li>informs client on the response</li> </ul>	Complaint desk client	Response letter

Reviewed and approved during the administrative council meeting held September 27, 2013 at the UNP Guestel Function Room.

Certified approved and correct:

  
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 SUC President IV