

2. Responding to Category 2 and Category 3 (Complex) Feedback

This service provides the process in which all feedback and complaints assessed as Category 2 and 3 that require action are forwarded to concerned offices for resolution. Category 2 complaints are grievances on non-compliance with PhilSys processes and protocols. Category 3 are contentious complaints on non-conformance to the PhilSys Act and other governing laws.

Office or Division:	Feedback and Grievance Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	General Public
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> Query, complaint, and/or feedback that are identified as non-compliant to PhilSys processes and non-conforming to the program's objectives Feedback and Grievance Escalation (FGE) Form 	<ol style="list-style-type: none"> Email: info@philsys.gov.ph Facebook page: https://facebook.com/PSAPhilSysOfficial Hotline:1388 PSA Field Offices Other Government Complaints Desk (PCC, CCB, 8888, ARTA, etc.)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send details of the complaint through the official channels, PSA Field Offices, and other government complaints desks.	1.1. Receive complaint from the official channels, PSA Field Offices, and other government complaints desks and request additional details if necessary.	None	5 minutes	Public Relations Officer I
None	1.2. Record details in the monitoring log and accomplish the FGE Form to include details of the complaint.	None	1 hour	Public Relations Officers II and III
None	1.3. Review, approve, and endorse the filled-out FGE	None	1 hour	Public Relations Officers III and IV, Officer-in-Charge,

	Form to the subject matter divisions (SMDs).			Assistant National Statistician
None	1.4. Provide resolution to address/act on the escalated complaint and respond to the FGE Form.	None	20 days	Subject Matter Division
2. Receive notification that the complaint has been escalated for resolution.	2.1. Send notification to the client that the complaint has been escalated for resolution.	None	5 minutes	Public Relations Officer II
	2.2. Send a follow-up email to SMDs, if necessary.	None	10 minutes	Public Relations Officer III
	2.3. Receive a response from SMDs.	None	10 minutes	Public Relations Officer III
	2.4. Draft response to the client based on the reply of SMDs.	None	1 hour	Public Relations Officers II and III
	2.5. Approve and send a response to the client, copy furnished SMD.	None	1 hour	Public Relations Officers III and IV, Officer-in-Charge
3. Receive response.	3.1. Record details in the monitoring log.	None	10 minutes	Public Relations Officer I
TOTAL:		None	20 days, 4 hours, and 40 minutes	