



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
SYSTEM PROCEDURE

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06 SERVICES COMPLAINTS HANDLING

Scope:

This process covers the activities from the receipt of the complaint up to the initiation of the corrective action. This process defines the effective handling, response and resolution of complaints related to DILG services.

Description of Service:

The Process is triggered by receiving a complaint from the Client. The Action Officer then records the complaint in the Client Complaint Log Sheet and forwards it to the concerned Division Chief/Head of Office for review and instruction. The assigned Action Officer will validate and assess the complaint, complete the details of the complaint in the Client Complaint Form (CCF), and submits a copy of the signed CCF to the QMS Secretariat for the issuance of Corrective Action Report (CAR) in accordance with the Nonconformity and Corrective Action Procedure. The Action Officer will then implement the corrective action.

No.	Process/Steps	Activity Details	Person-In-Charge/ Position/ Unit/ Division	References/ Interfaces
1	Receive Client's Complaint	<ul style="list-style-type: none"> Receive Client's Complaint in the form of a letter, e-mail, phone call, CSS result, or verbally-expressed complaints. Log the complaint in the Client Complaint Form. Forward complaint to the concerned Division Chief/Head of Office. 	Action Officer	<ul style="list-style-type: none"> Complaint with supporting documents, if any Client Complaint Form (CCF)
2	Review the nature of complaint and assign to Action Officer	<ul style="list-style-type: none"> Review the nature of the complaint and assign it to the concerned Action Officer to validate and/or prepare the response and comply with any other special instruction. 	Division Chief/ Head of Office	<ul style="list-style-type: none"> Complaint with supporting documents, if any Client Complaint Form (CCF)
3	Validate and assess the complaint	<ul style="list-style-type: none"> Describe clearly the complaint. Issue Control number (YYYY-QPCode-series) and Log in to the Complaints Logbook and validate the complaint. 	Action Officer; Division Chief/OIC/Unit Head; Division/Head of Office	<ul style="list-style-type: none"> Complaint with supporting documents, if any Client Complaint Form (CCF) Letter-reply



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No.	Process/Steps	Activity Details	Person-In-Charge/ Position/ Unit/ Division	References/ Interfaces
		<ul style="list-style-type: none"> If the complaint is valid, proceed to step 4; else, prepare and send letter-reply to complainant duly noted by the Division Chief/OIC/Unit Head and approved by the Division/Head of Office. 		
4	Submit CCF to the QMS Secretariat	<ul style="list-style-type: none"> Submit a set of photocopied CCF together with the complaint and supporting documents, if any, to the QMS Secretariat not later than one (1) week after the complaint validation, for the issuance of Corrective Action Report (CAR) by the QMS Secretariat in accordance with the Nonconformity and Corrective Action Procedure. 	Action Officer	<ul style="list-style-type: none"> Photocopies of CCF with Complaint and supporting documents, if any CAR Nonconformity and Corrective Action Procedure
5	Implement remedial (correction) action/s	<ul style="list-style-type: none"> Determine and implement remedial actions to address the complaint. Prepare and send letter-reply to complainant duly noted by the Division Chief/OIC/Unit Head and approved by the Division/Head of Office to inform the client of the action/s taken. 	Action Officer	<ul style="list-style-type: none"> Client Complaint Form
6	Implement Corrective Action	<ul style="list-style-type: none"> Conduct root cause analysis and proceed to corrective action in accordance with the Corrective Action procedure. 	Action Officer	<ul style="list-style-type: none"> CAR Nonconformity, Correction, and Corrective Action
7	Retain Records	<ul style="list-style-type: none"> Retain records in accordance with the Control of Retained Documented Information Procedure and Master List of Records. 	Designated Custodian Records	<ul style="list-style-type: none"> Electronic database and hard copies of all complaints Control of Retained Documented Information Procedure Master List of Records
End of Transaction				



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Definition of Terms:

- **Nonconforming Output** - is a service or product resulting from QMS processes that do not meet specified requirements.
- **Nonconforming Service Form (NSF)** - the specified form used to record the nonconforming output and the actions taken to rectify it.

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DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
CLIENT COMPLAINT FORM

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This section is to be filled-up by the Receiving Officer:

Received by: _____
(Name and Signature)

Date Received: _____

Name of Complainant: _____

This section is to be filled-up by the Division Chief or Head of Office:

1. Referred to Division Chief/Head of Office: _____

2. Instruction: ☐ Investigate/validate ☐ Prepare response Deadline: _____

Special instruction: _____

This section is to be filled-up by the concerned Division Chief / Unit head:

3. Assigned Action Officer: _____

This section is to be filled-up by the assigned Action Officer:

Description of the Complaint: _____

Control No: _____
(YYYY-QP Code-Series)

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4. Evidence/s supporting documents submitted, if any: a) _____

b) _____ c) _____

5. Initial Investigation Results: (use back-page if necessary)

6. Findings: Complaint is ☐ valid ☐ not valid. Reason if not valid:

Signature of Action Officer

7. Date submitted to Secretariat: _____ CAR No.: _____ Date: _____

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DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT

MASTER LIST OF MAINTAINED INTERNAL DOCUMENTED INFORMATION

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Name of Bureau/Service/Office/Procedure: DILG OFFICES

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SYSTEM PROCEDURE							
SP-DILG-06	Services Complaints Handling	06.15.21					
FM-SP-DILG-06-01	Client Complaint Form	06.15.21					

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