



2. Public assistance (Hotline and Walk-in)

The Department recognizes the concerns and complaints of its clients for the improvement of its services. These can be submitted through the official hotline of the Regional Office and through personal submission at the walk-in facilities of the Department.

Office or Division:	Public Affairs Unit			
Classification:	Simple			
Type of Transaction:	Government to Business (G2B) Government to Citizen (G2C) Government to Government (G2G)			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Visitor's slip for walk-in clients (1 original copy)		RO		
2. Customer Feedback Form for walk-in clients (1 original copy)		RO		
3. Complete details of the concern, e.g. school's exact name and location, name and position of the person/s involved, any documentary evidence, specific DepEd programs, projects, and/or activities needing further clarification		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Discuss the concern/s	1.1 Clarify details of the concern/s	None	10 minutes	Designated Officer of the Day / Week
	1.2 Assist or endorse the client to the concerned RO division or section	None	10 minutes	Designated Officer of the Day / Week
2. Receive feedback on the concern and fill out the Customer Feedback Form	2.1 Notify the client of the action taken or the status of the complaint	None	10 minutes	Designated Officer of the Day / Week
TOTAL:		None	30 minutes	