

V. FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the Clients Experience Survey Form and drop it at the designated suggestion box or directly give it to the on duty Public Assistance Complaints Desk/ Customer Service Section located at the main entrance of the hospital. Contact Info: 0968-8525-604
How feedbacks are processed	Every day the Public Assistance Complaints Desk/ Customer Service Section verifies the nature of the queries and feedback within one (1) working day. The same will be referred to the concerned Office via call for immediate resolution.
How to file a complaint	<p>Answer the Clients Experience Survey Form indicating the concern or complaint. Make sure to provide the following information:</p> <ul style="list-style-type: none"> • - Full name and contact information of the complainant • - Narrative of the complain • - Name of the person/office being complained <p>Send all complaints against the MMWGH to mmwgh.pacd@gmail.com</p> <p>For follow-ups or queries, the contact information are as follows:0968-8525-604</p>
How complaints are processed	<p>All complaints received against the MMWGH will be processed by the Public Assistance Complaints Desk (PACD)</p> <p>The PACD/CSS browses, evaluates, and determines the complaints received on a daily basis. The PACD shall coordinate with the concerned Unit to answer the complaint and shall investigate, if necessary. After the concern has been addressed or after the conduct of the investigation, the PACD shall create an incident report for the Quality Assurance Committee Chairperson and Medical Center Chief for appropriate action. The PACD shall give the feedback to the clients via email.</p> <p>For follow-ups or queries, the contact information are as follows: 0968-8525-604</p>
Contact Information of	<p>Mariveles Mental Wellness and General Hospital - (MMWGH - PACD):</p> <p>mmwgh.pacd@gmail.com</p> <p>0968-8525-604</p>

<p>MMWGH- PACD/ CSS ARTA, PCC, and CCB</p>	<p>Anti-Red Tape Authority (ARTA): complaints@arta.gov.ph 8-478-5093</p> <p>Presidential Complaint Center (PCC): pcc@malacanang.gov.ph 8888</p> <p>Contact Center ng Bayan (CCB): email@contactcenterngbayan.gov.ph 0908-881-6565</p>
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