



## FEEDBACK AND COMPLAINTS MECHANISM

<p><b>How to send feedback</b></p>	<p>Clients and stakeholders may submit feedback, suggestions, comments, or commendations through any of the following channels:</p> <ul style="list-style-type: none"> <li>✓ Scan the QR Codes displayed in conspicuous areas</li> <li>✓ Email: <a href="mailto:feedback@osg.gov.ph">feedback@osg.gov.ph</a></li> <li>✓ Mail:</li> </ul> <p style="text-align: center;"><b>Office of the Solicitor General</b> 134 Amorsolo St., Legaspi Village Makati City 1229</p> <ul style="list-style-type: none"> <li>✓ Accomplish Feedback Forms at the Frontline Service and Drop them in designated boxes.</li> <li>✓ Talk to the Officer of the Day (OD) at the Public Assistance and Complaints Desk</li> </ul>
<p><b>How feedback is processed</b></p>	<p>All feedback received is logged and reviewed by the Internal Audit Division and forwarded to the concerned office for appropriate action and service improvement.</p>
<p><b>How to file a complaint</b></p>	<p>Clients and stakeholders may file complaints through any of the following channels:</p> <ul style="list-style-type: none"> <li>✓ Scan the QR Codes displayed in conspicuous areas</li> <li>✓ Email: <a href="mailto:feedback@osg.gov.ph">feedback@osg.gov.ph</a></li> <li>✓ Mail:</li> </ul> <p style="text-align: center;"><b>Office of the Solicitor General</b> 134 Amorsolo St., Legaspi Village Makati City 1229</p> <ul style="list-style-type: none"> <li>✓ Accomplish Complaint Forms at the Frontline Service and Drop them in designated boxes.</li> <li>✓ File a complaint with the Officer of the Day (OD) at the Public Assistance and Complaints Desk</li> </ul>
<p><b>How complaints are processed</b></p>	<p>All complaints are logged, evaluated, and processed by the Planning Division and forwarded to the concerned units for appropriate action, investigation, or resolution in accordance with applicable laws, rules, and regulations.</p>



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### Contact Information of External Complaints and Assistance Channels

#### 8888 CITIZEN'S COMPLAINT CENTER

- Email: [8888complaint@op.gov.ph](mailto:8888complaint@op.gov.ph)
- Address: 8888 Citizen's Complaint Center, J.P. Laurel Street San Miguel, Manila
- Telephone Numbers:
  - 8888
  - 8249-8310 (for Admin concern)

#### ANTI-RED TAPE AUTHORITY (ARTA)

- Email: [info@arta.gov.ph](mailto:info@arta.gov.ph), [complaints@arta.gov.ph](mailto:complaints@arta.gov.ph)
- Address: 4<sup>th</sup> & 5<sup>th</sup> Floor, NFA Building, NFA Compound, Visayas Avenue, Brgy. Vasra, Diliman, Quezon City, 1128
- Telephone Numbers:
  - 0928-690-4080
  - 0969-257-7242
  - 1-ARTA (2782) local 1040-1049

#### CONTACT CENTER NG BAYAN (CCB)

- Email: [email@contactcenterngbayan.gov.ph](mailto:email@contactcenterngbayan.gov.ph)
- Web: [www.contactcenterngbayan.gov.ph](http://www.contactcenterngbayan.gov.ph)
- Telephone Numbers:
  - SMS – 0908-8816565
  - CSC Hotline – 8932-0111