

FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send a feedback</p>	<ul style="list-style-type: none"> ✓ Call us: (045) 901-1111 / (045) 900-2949 ✓ Write us: <ul style="list-style-type: none"> ○ Snail Mail - Guagua Water District , GWDBldg., San Matias, Guagua 2003, Pampanga ○ Electronic Mail Address: gwd916@yahoo.com ✓ Using our feedback forms located at Teller's window and drop it at the designated drop box near the main entrance.
<p>How feedbacks are processed</p>	<p><u>Calls and Mails:</u></p> <p>Representative who answers the call or receives the email will gather the require information such as but not limited to, name, contact and particular feedback. And then submit to the designated personnel/PACD officer.</p> <p><u>Feedback forms:</u></p> <p>Every end of the work week a designated personnel/PACD officer of the week will open the feedback drop box. Compiles and records the filled-out feedback forms. And endorse consolidated feedback forms that require answer to the next schedule PACD officer.</p> <ul style="list-style-type: none"> ▪ The designated/PACD officer of the week will forward the endorse feedback form to the concern department / division and they are given three (3) working days or within the work week to answer. ▪ The answer of the particular department/division is then relayed to the concern citizen thru the given contact information.

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How to file a complaint	<ul style="list-style-type: none"> ✓ Call us: (045) 901-1111 / (045) 900-2949 ✓ Write us: <ul style="list-style-type: none"> ○ Snail Mail - Guagua Water District , GWDBldg., San Matias, Guagua 2003, Pampanga ○ Electronic Mail Address: gwd916@yahoo.com ✓ Using our complaint form available at teller's window and drop it to the designated drop box near the main entrance.
How complaints are processed	<p><u>Phone calls/emails:</u> Representative who answers the call or receives the email will gather the require information such as but not limited to, account/registered name, contact/location and particular complaints/concerns and will then forward those to the Complaint Officer.</p> <p><u>Complaint forms:</u> The PACD Officer/Complaint officer opens the complaints drop box on a daily basis.</p> <ul style="list-style-type: none"> ▪ The Complaint Officer will evaluate and conduct initial investigate on the said complaint. Once the complaint validated, it will be forwarded to the head/ manager of relevant section or division for their explanation and procedural investigation with appropriate action. ▪ The Complaint officer shall also furnish the head of agency a copy of validated complaint to address appropriate directives and monitoring. ▪ The complaint officer will also monitor and follow up the status of investigation to answer the client during follow-ups. <i>For inquiries and follow-ups, client may contact this telephone number : (045) 900-2949</i> ▪ Within the given timeline, the relevant section/division will submit a report to the complaint officer resulting of incidents and appropriate actions has been taken. ▪ The complaint officer will then give feedback to the client thru the given contact information.

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<p>Contact Information of CCB, PCC, ARTA</p>	<ul style="list-style-type: none"> ○ ARTA: complaints@arta.gov.ph ○ PCC: 8888 ○ Contact Center ng Bayan: Hotline: 1-6565 accessible via PLDT and Smart landlines nationwide <ul style="list-style-type: none"> • SMS/Text Access: 0908-8816565 • Email: email@contactcenterngbayan.gov.ph • Website: www.contactcenterngbayan.gov.ph • Facebook page: www.facebook.com/contactcenterngbayan
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LIST OF OFFICES

Office	Address	Contact Information
<p>Main Office Monday-Friday, except on legal holidays 8 am – 5 pm</p>	<p>GWD Bldg., San Matias, Guagua, Pampanga</p>	<p>Landline: (045) 900-2949 (045) 901-1111</p>
<p>Field Office Tuesday, Wednesday and Friday except on legal holidays 9:00 am to 3:30 pm</p>	<p>Sitio Duat, Pulung Masle, Guagua, Pampanga</p>	<p>Mobile No.: 0999.228.7021</p>