



Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	Answer the Customer Feedback Form and drop it at the designated drop boxes found at every NHA office or at the Public Assistance Desk (PAD) at the lobby of the NHA Main Office
Contact Information	Website: nha.gov.ph Facebook page: National Housing Authority Telephone number: (02) 8790-0800 Email: ogm.nha2015@yahoo.com
How feedbacks and complaints are processed	<p>For Online Concerns:</p> <ol style="list-style-type: none"> 1. The Public Assistance Desk Officer compiles and records all feedback submitted. 2. Feedback requiring answers are collated and forwarded to the relevant offices. <p>For Walk-up Clients (Main Office):</p> <ol style="list-style-type: none"> 1. The client shall present his case or inquiry to the desk officer in charge for the day. 2. The PAD officer shall provide the best solution to the problem at hand. For complicated queries, the desk officer shall issue tracking form indicating the control number, date, purpose, and/or subject of inquiry and the unit/s where the client shall be referred to. 3. The PAD officer shall record the transaction in the PAD's logbook. 4. The PAD officer shall then direct the client to proceed to the concerned office for proper and appropriate action. Upon completion of the transaction, the client shall be requested to return the tracking form to PAD. 5. The desk officer shall receive and file the tracking form and shall update entry in the logbook. 6. On a quarterly basis, all queries pertinent to housing assistance shall be collated and submitted to CPO as planning input while collated data pertinent to complaints against NHA officials and employees shall be submitted to Legal or Human Resources Management Department (HRMD) for proper action.



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How feedbacks and complaints are processed	<p>For Walk-up Clients (Project Level):</p> <ol style="list-style-type: none"> 1. The client shall present his case or inquiry to the desk officer in charge for the day. 2. The PAD officer shall provide the best solution to the problem at hand. For complicated queries, the desk officer shall issue Client's Return Slip indicating the date when the client shall for the action taken thereon. 3. The PAD officer involved, with the support of the Project Administrative Unit, coordinated with the other project personnel to produce the required output and present it to the beneficiary upon his return.
Contact Information of CCB, PCC, ARTA	<ul style="list-style-type: none"> ● 888 – Presidential Complaints Center ● 0908-8816565 – CSC Contact Center ng Bayan ● 478-5093 – Anti-Red Tape Authority