



## SECSIME NO. R4A-FAD-13. FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	<ol style="list-style-type: none"><li>1. Feedback/Suggestion form provided by the Office (Client Satisfaction Survey form)</li><li>2. Letter/Commendation</li></ol>
How feedback is processed?	<ol style="list-style-type: none"><li>1. Assessment of Feedback/Suggestion</li><li>2. Resolution and/or Action to be Implemented</li></ol>
How to file complaints?	Complaints may be filed thru: <ol style="list-style-type: none"><li>1. Letter Complaint</li><li>2. 8888</li><li>3. Complaint form provided by the Office</li><li>4. Phone call, SMS, Social Media, Media</li></ol>
How complaints are processed?	<ol style="list-style-type: none"><li>1. Assessment</li><li>2. Records validation</li><li>3. Actual/site validation/investigation/ Inspection</li><li>4. Technical Conference</li><li>5. Resolution/Recommendation</li><li>6. Follow-up validation if needed</li></ol>



Contact Information of the Anti-Red Tape Authority (ARTA), the Presidential Complaints Center (PCC) and the Contact Center ng Bayan (CCB):	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)
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**LIST OF OFFICES**

<b>Office</b>	<b>Address</b>	<b>Contact Information</b>
EMB Central Office	<b>DENR Compound Visayas Avenue Diliman, Quezon City</b>	<b>(02)9284535</b>
EMB Regional Offices		
National Capital Region (NCR)	<b>National Ecology Center, East Avenue Quezon City</b>	<b>(02) 931-1331</b>
Cordillera Administrative Region (CAR)	<b>Cordillera Administrative Region DENR Compound, Gibraltar Baguio City</b>	<b>(074) 446-64-40</b>
Region 1	<b>EMB Office, DENR Building, Government Center Barangay Sevilla, City of San Fernando La Union</b>	<b>(072) 700-24-49</b>
Region 2	<b>20 Pagayaya Road, Regional Government Center, Carig Sur Tuguegarao City, Cagayan</b>	<b>(078) 396-0724</b>
Region 3	<b>Turquoise Street, Ramar Village, San Augustin City of San Fernando Pampanga</b>	<b>(045) 455-4340</b>
Region 4A	<b>6<sup>th</sup> Flr. DENR by the Bay Bldg., 1515 Roxas Blvd., Ermita, Manila</b>	<b>(02) 536-97-84</b>



Region 4B	<b>6<sup>th</sup> Flr. DENR by the Bay Bldg., 1515 Roxas Blvd., Ermita, Manila</b>	<b>(02) 536-97-86</b>
Region 5	<b>Regional Center Officer, Rawis Legazpi City</b>	<b>(052) 742-28-24</b>
Region 6	<b>DENR-FMS Compound, Parola, Iloilo City</b>	<b>(033) 300 1135</b>
Region 7	<b>Greenplains Subdivision, Banilad Mandaue City Cebu</b>	<b>(032) 346-1647</b>
Region 8	<b>DENR Compound, Jones Street Tacloban City</b>	<b>(053) 832-1088</b>
Region 9	<b>Sitio Lantawan Barangay Pasonanca Zamboanga City</b>	<b>(062) 985-0428   (062) 985-0429   (062) 215-</b>
Region 10	<b>DENR 10 Compound, Macabalan Cagayan de Oro City</b>	<b>(088)856-93-62   856-93-63</b>
Region 11	<b>3rd Avenue corner V.Guzman St., Brgy. 27-C Davao City</b>	<b>(082) 234-0061   234-3989</b>
Region 12	<b>Regional Government Center, Brgy. Carpenter Hill</b>	<b>(+63) 9067360664 (Globe)   (+63) 9128134749   Tel. No.</b>
Region 13	<b>Purok 5, Barangay Ambago Butuan City</b>	<b>(085) 341-3826   342-5332   342-1877 Fax:</b>

