



FEEDBACK AND COMPLAINTS MECHANISM

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How to send feedback?	<p>For walk-ins: Clients may answer the feedback form in the Public Assistance and Complaints Desk, and put it in the dropbox located in the same area.</p> <p>For online: Clients may send their concern or feedback at inquiry@pra.gov.ph</p> <p>Other concerns may be coursed through the Administrative and Finance Services Department (AFSD)</p> <p>Tel. No. 8848-1412 loc. 2021</p>
How is feedback processed?	<p>For walk-ins: The Administrative and Human Resource Management Officers compile and record all feedback received. For feedback that necessitates answers, it is forwarded to the concerned personnel or unit, or to the Interim Feedback Management Unit of the Authority for immediate and appropriate action and response.</p> <p>For calls: The Telephone Operator clarifies the nature of feedback/complaint and verifies personnel/division concerned. Upon clarification and verification, the Telephone Operator then forwards the call to the concerning unit where immediate response transpires.</p>
How to file a complaint?	<p>You may send all complaints against PRA to inquiry@pra.gov.ph or call at 8848-1412</p> <p>Or you may course them through:</p> <p>Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph Or call at 8478-5099, 0969-257-7242, 0928-690-4080</p>



	<p>Presidential Complaint Center (PCC) pcc@malacanang.gov.ph Hotline 8888 or 82498310 loc. 8175 or 8182 Tel. Nos. 8736-8645, 8736-8603, 8736-8606, 8736-8629, 8736-8621</p> <p>Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph 0908-881-6565</p>
<p>How are complaints being processed?</p>	<p>All complaints received against the Philippine Retirement Authority are evaluated, verified, and handled by the Interim Feedback Management Unit (IFMU).</p> <p>The IFMU conducts their usual process for every feedback/complaint received which involves the general flow of acknowledgement of concern, review of the case, and provision of response to the client. Additional steps may be conducted, depending on the complexity of the concern. For full disclosure of the process flow, clients may refer to No. 26 of the Citizen's Charter, page 126.</p>