

Republic of the Philippines

Department of Education REGION 1

SCHOOLS DIVISION OFFICE DAGUPAN CITY

Customer Feedback Handling Procedure

LOG I LOT



Initial Review of the Complaint

 The CSS personnel shall review the validity and reliability of Poor ratings based on the completeness of customer response in the CSS form. Poor ratings without clear explanation shall be invalidated.

Filling Out of the Feedback Form

 CSS Personnel shall fill out the Feedback Form for further review and investigation of the Corrective Action Team.

Validation of Poor Rating by Corrective Action Team

- Any of the members of the Corrective Action Team shall validate the Poor ratings and comments in the Feedback Form
- Invalidated Poor ratings are returned to CSS personnel for filing.

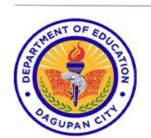
Issuance of Feedback Form

 The CSS Personnel shall issue Feedback Form to the concerned office. Upon issuance of third Feedback Form by CSS Personnel within the quarter, a Corrective Action Report shall also be issued to the concerned office.

Issuance of Corrective Action Report

- Upon issuance of third Feedback Form, the CSS
 Personnel shall also issue a Corrective Action Report,
 which will be forwarded to the Head of the Office/Unit for
 action.
- Once accomplished by concerned unit, the CAR is submitted to the Corrective Action Team for review as to identified Root Cause and Temporary and Permanent Corrective Actions.

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Review of CAR

- Once approved by the Corrective Action Team, the CAR is submitted to the Top Management for approval.
- A CAR may be reissued if Action/s Taken or Root Cause is not correctly identified.

Filing of CAR

 Once approved by the Top Management, the finalized CAR shall be submitted to the CSS Personnel for filing.

Monitoring and Verification of Action Taken

- Monitoring shall be done by the Corrective Action Team within three months to verify if Action Taken by concerned SDO personnel or office is effective.
- If Actions Taken are not effective, the concerned personnel or office will be issued another CAR by the Corrective Action Team. After third issuance, the complaint or issue will be brought to Top Management for action.

End



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