



## Manolo Fortich Water District

A. Ditona St., Tankulan, Manolo Fortich, Bukidnon

Email: [mfwd\\_buk@yahoo.com](mailto:mfwd_buk@yahoo.com)

Hotline: 0917-718-1311

### FEEDBACK AND COMPLAINTS MECHANISMS

This mechanism is a set of procedure established by MFWD in order to receive comments, compliments, complaints and suggestions from the customers/clients.

Feedback could be a negative or positive statement which concerns compliments and suggestions. Complaints, on the other hand are grievance/s from customers/clients who are dissatisfied with the district's services.

### FEEDBACK SUBMISSION

#### HOW TO SEND FEEDBACK

Answer the **Client Feedback Form** found with the guard and at the Customer Service Assistant Desk. Drop the accomplished form at Box 7/24 located in the customers/clients lounge.

Contact Info:



0917 7181 311



[mfwd\\_buk@yahoo.com](mailto:mfwd_buk@yahoo.com)



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#### HOW FEEDBACK IS PROCESSED

The Administration Section staff will collect, compile and record all feedback forms dropped in the drop box.

Feedback that requires answers will be forwarded to concern sections and section heads are required to reply within three (3) days, after receipt of the feedback.

Answers to feedback will be relayed to the customer/client by the staff.

For further queries and follow-ups, customer/client may contact MFWD Hotline Number 0917 7181 311

## FILING COMPLAINTS

### HOW TO FILE COMPLAINTS

Answer the **Client Complaint Form** found with the guard and at the Customer Services Assistant Desk. Drop the accomplished form at Box 7/24 located in the customers/clients lounge.

Complaints can also be filed through the following media:



0917 7181 311



mfwd\_buk@yahoo.com



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Kindly provide the following information when filing complaint

Name of person/or service complained

Incident

Date of Incident

Evidence

Name of Complainant

Date Filed

For inquiries and follow-up, customer/client may call MFWD Hotline:

0917 7181 311

### HOW COMPLAINTS FILED BEING PROCESSED

The Administration Section staff will open the complaints box and evaluate the complaint. Likewise, Front Desk Officer and Hotline Handler will forward immediately all complaints received to the Administration Section for evaluation.

Complaint/s received will be evaluated and forwarded to section/officer concern for their explanation.

Complaint Officer will further investigate, if needed, create a report to be submitted to the General Manager for appropriate action.

Complaint Officer will give feedback to the customer within 3,7 or 20 days depending on the complexity of the complaint.

For inquiries and follow up, customer/client may call MFWD Hotline:  
**(0917) 7181 311**

Contact Information:

Anti-Red Tape Authority

*Tel No.* (02) 8478 5093  
*Email:* complaints@art.gov.ph

Presidential Complaints Center (CCC)

8888

Contact Center ng Bayan (CCB)

908 1 6565 (SMS)