



| FEEDBACK AND COMPLAINT MECHANISM | |
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| How to send feedback | <p>Answer the Customer Satisfaction Survey form in the receiving area and drop it in the suggestion box</p> <p>Food and Drug Action Center (FDAC)</p> <p>Contact info: (8)821-1177, (8)8211176, (8)8211159, (8)8211220, (8)8211162</p> |
| How feedback is processed | <p>The admin verifies the nature of feedback after a month. The same will be referred to the office concerned. Upon receiving the response of the concerned center/office, the client will be informed via e-mail.</p> <p>For follow-up, the contact information are as follows: 8)821-1177, (8)8211176, (8)8211159, (8)8211220, (8)8211162</p> <p>For queries, the contact information are as follows: 8)821-1177, (8)8211176, (8)8211159, (8)8211220, (8)8211162</p> <p>info@fda.gov.ph</p> |
| How to file a complaint | <p>To file a complaint against the Food and Drug Administration (FDA) or product under jurisdiction of FDA, provide the following details via e-mail or walk-in</p> <ul style="list-style-type: none"> ▪ Full name and contact information of the complainant ▪ Narrative of the complaint ▪ Evidence, if applicable ▪ Name of the person being complained, if applicable <p>Send all complaints against the FDA or product to e-report@fda.gov.ph or through walk-in at Food and Drug Action Center (FDAC)</p> |
| How complaints are processed | <p>All complaints received will be monitored by the E-Report Section at the Food and Drug Action Center (FDAC)</p> <p>The FDAC shall coordinate with the concerned Center or Office to answer the complaint and shall investigate, if necessary. The E-Report Section or concerned Center or Office shall give the feedback to the client/complainant via e-mail or letter.</p> |