



3. Filing of Complaint (Online)

Filing of complaint through e-mail, e-report@fda.gov.ph

Center/Office/Division	: FDAC CSAT/E-Report Section		
Classification	: Simple		
Type of Transaction	: G2B - Government to Business, G2C - Citizen, or G2G – Government		
Who may Avail	: All		
Fees to be paid	: None		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<p>For complaint or feedback via e-mail, kindly include the following information if applicable:</p> <ul style="list-style-type: none"> ▪ Full name: ▪ Address: ▪ Contact details: ▪ Details of the complaint/feedback ▪ Person(s) in-charged ▪ Evidence of such violation 		Food and Drug Action Center	
CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Send complaint via e-mail with the detailed information to the Food and Drug Action Center (FDAC)</p> <p>E-mail: e-report@fda.gov.ph customersatisfactionteam@fda.gov.ph</p>	<p>1. Checks the received document along with other attached documents if available.</p> <p>2. Encodes the complaint details and generates Document Tracking Number (DTN) in the FDA Inventory System</p> <p>3. Encodes the DTN and compliant details in the E-Report Database for tracking and monitoring.</p>	5 Minutes	<p>FDAC E-Report Staff (Administrative Assistant III)</p>



2. Receives acknowledgement receipt and DTN	4. Send an acknowledgement receipt including DTN	None	5 Minutes	
	5. Endorse the received document/s to the concerned center/office through e-mail	None	Day 1	
TOTAL:		None	1 Working Day, 10 Minutes	