



FOOD AND DRUG ACTION CENTER

A. Filing of Complaint (Walk-in)

Filing of complaint through personal appearance at the Food and Drug Action Center (FDAC)

Center/Office/Division	:	Food and Drug Action Center (FDAC) - Public Assistance and Complaints' Desk (PACD)	
Classification	:	Simple	
Type of Transaction	:	Government to Business, Citizen, or Government	
Who may Avail	:	All	
Fees to be paid	:	None	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Signed letter addressed to the Director General of Food and Drug Administration (FDA) with the following information: <ul style="list-style-type: none"> ▪ Full name ▪ Address ▪ Contact details ▪ Details of the acts complained of ▪ Product (if product complaint) ▪ Name of Center/Office of person(s) charged, if applicable ▪ Evidence of such violation, if applicable 			
CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	PERSON RESPONSIBLE



1. Submits signed letter address to the FDA Director General together with the evidences and relevant documents	1. Receives the letter and encodes the details in the FDA Inventory System to generate Document Tracking Number (DTN)	3 minutes	FDAC – PACD Staff (Administrative Assistant II)
	2. Encodes the DTN and details of the complaint to the eReport Database (Google Sheet) for tracking and monitoring	2 minutes	
2. Receives the Acknowledgement Receipt	3. Issues Acknowledgement Receipt	30 seconds	
	4. Endorses the complaint to the concerned FDA Center/Office	5 minutes	
TOTAL:		10 minutes and 30 seconds	