

FOOD AND DRUG ADMINISTRATION ACTION CENTER (FDAC)

FEEDBACK AND COMPLAINT MECHANISM	
How to send feedback	<p>Answer the Customer Satisfaction Survey from in the receiving area and drop it in the suggestion box</p> <p>Food and Drug Action Center (FDAC) Contact info: (8)821-1177, (8)8211176, (8)8211159, (8)8211220, (8)8211162</p>
How feedbacks are 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 email.</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>
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>

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How complaints are processed

All complaints received will be monitored by the E-Report Section at the Food and Drug Action Center (FDAC)

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.