

FEEDBACK AND COMPLAINTS MECHANISM

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How to send feedback	<p>Accomplish the Client Satisfaction Measurement Form</p>  <p>a. Included in the email responses provided by FDA personnel b. Provided by Records-Releasing personnel at the Records-Releasing Section</p> <p>Clients may call the Food and Drug Action Center (FDAC) at telephone numbers : (02) 8857-1900 local 1000, (02) 8842-5635</p> <p>Clients may also send messages/comments via the FDA's official social media accounts :</p> <p>Facebook : https://www.facebook.com/fdagovph Instagram : https://www.instagram.com/fdagovph YouTube : www.youtube.com/@fdagovph Tik Tok: https://www.tiktok.com/@fdagovph?lang=en</p>

<p>How feedbacks are processed</p>	<p>The Customer Satisfaction Team gathers all feedbacks sent using the Client Satisfaction Measurement Form on a weekly basis. The same will be referred to the Center/Office concerned for information and appropriate action. Responses are communicated to the clients via email.</p> <p>For comments sent via the FDA's official social media accounts, the Social Media Team of the FDA monitors daily these accounts and provides appropriate response to clients.</p>
<p>How to file a complaint</p>	<p>Thru eReport@fda.gov.ph : Client sends complaint with detailed information supported by pictures and documents. eReport Team acknowledges receipt of the complaint and issues 14-digit Document Tracking Number. Sends the client's email to the concerned Center/Office for appropriate action.</p> <p>Clients can also send hardcopy of their complaint addressed to the FDA Director General via PhilPost and courier services.</p> <p>The Food and Drug Action Center (FDAC) accommodates walk-in complainants.</p>
<p>How complaints are processed</p>	<p>All complaints received via eReport@fda.gov.ph are acknowledged and given 14-digit Document Tracking Number (DTN) for traceability.</p> <p>The FDAC shall coordinate with the concerned Center or Office for the appropriate action to be taken.</p> <p>The eReport Team or concerned Center/Office shall give feedback to the client or complainant via email or letter.</p>