



METRO COTABATO WATER DISTRICT

SERVICE COMPLAINT PROCEDURE

Type of Document: QUALITY MANAGEMENT SYSTEM PROCEDURE

Document No. MCWD-QP-CSD-002 **Rev. no.** Ø Page 1 of 3

Execution Date	Rev. No.	Revision Type	Change Description	Page Affected	Originator
March 13, 2017	Ø	New	Newly established in accordance to the ISO 9001:2015 requirements.	-	Commercial Department

Prepared by:

Reviewed by:

Approved by:

Process Owner

ISO/QMS Project Coordinator

General Manager

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1.0 OBJECTIVE

This is to establish assistance to customer's complaints concerning employee's attitude/manner in handling customer.

2.0 SCOPE

This procedure covers the complaints either thru telephone or walk in transaction in the office.

3.0 DEFINITION OF TERMS

3.1 Customer's Feedback Form – is a form to be filled up by a customer in order to address problem/concerning the employee/office.

4.0 REFERENCE DOCUMENTS

- 4.1 MCWD Citizens' Charter
- 4.2 ARTA (Anti- Red Tape Act)

5.0 RESPONSIBILITY AND AUTHORITY

- 5.1 Department Manager oversees the employees of the department to see to it that customers are handled properly and courteously.
- 5.2 The PACD collects and summarizes content of customer feedback form and client's complaint form, monitors negative publicity about the district and reports the negative publicity to immediate supervisor.

6.0 PROCEDURE

6.1 Handling service complaint process

PROCESS FLOW	RESPONSIBLE	PROCESS DESCRIPTION	RECORDS
START			
	PACD/ PRO B	Shall assist customer to fill – up the Customer's feedback form or Client's Complaint Form. Shall receive the filled-up feedback/client's complaint form.	Customer's Feedback Form; Client's Complaint Form
	PACD/PRO B	Shall collect feedback form and summarize feedback generated and submit to the Division Manager for review. Note: Advance copy of the urgent matters/ complaints shall be forwarded to the concerned department	Summary of Customer's Feedback Form; Client's Complaint Form

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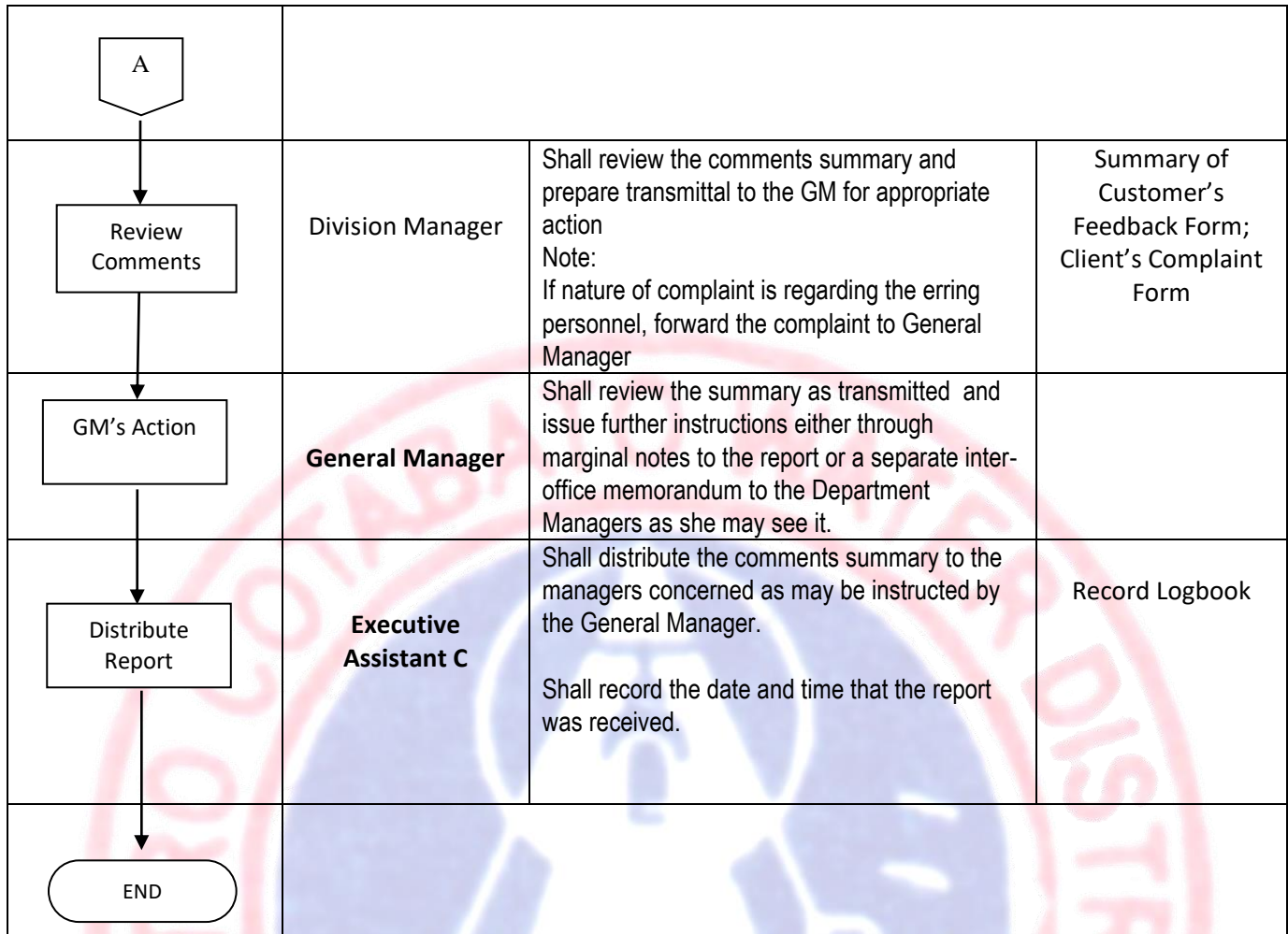


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6.2 REPORTS

Reports	Frequency	Responsible Person
Summary of Comments	Monthly	Customer Service

7.0 PERFORMANCE INDICATORS

7.1 General Manager shall ensure that complaints are handled properly and ensure customer's satisfaction as indicated in Metro Cotabato Water District Citizen's Charter.

8.0 ATTACHMENTS

- 8.1 Customer's Feedback Form
- 8.2 Client's Complaint Form
- 8.3 Summary of Comments Form

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