	DEPARTMENT OF SCIENCE AND TECHNOLOGY <b>Philippine Council for Health Research and Development</b>	DOCUMENT CODE	<b>PM-CRC-01</b>
	<b>PROCEDURES MANUAL</b>	REVISION NUMBER	<b>4</b>
SECTION	PERFORMANCE EVALUATION	PAGE NUMBER	<b>1 of 3</b>
SUBJECT	<b>HANDLING CUSTOMER FEEDBACK AND COMPLAINTS</b>		

### 1.0 Objective

To ensure that all customer feedback and complaints from external customers requiring proper and prompt actions are attended to and given immediate response.

### 2.0 Expected Output

By implementing the controls defined in this procedure, the following specific outputs are expected to be:

- 2.1 Customer satisfaction is monitored, documented, reviewed and analyzed in order to take corrective action in the event that customer requirements were not met; and
- 2.2 Recurrence of recurring negative feedback is prevented.

### 3.0 Scope

This procedure covers all activities from receipt of customer feedback and complaints to the implementation of appropriate action on the feedback.

### 4.0 Definition of Terms



Customer feedback/ feedback	refers to customer suggestions, issues and concerns requiring attention and immediate action.
Customer complaint	refers to feedback received from external clients that is validated based on the complaint validation checklist and/or could be a recurring customer feedback received that needs to be addressed within 15 working days.
Valid Feedback	refers to feedback received within PCHRD control, and needs action
Recurring Feedback	refers to feedback repeatedly received within the quarter pertaining to the same service and category
Effectiveness of Action Taken	an action taken (to address feedback) is deemed to be effective if feedback does not recur in the future
Client Relations Committee (CRC)	refers to the Committee that develops and implements customer feedback plans which includes development of channels, procedures, analyses, and report generation


### 5.0 Records

Accomplished Customer Feedback (CF) Form  
*Accomplished Feedback Validation Checklist Form*  
 Accomplished Feedback Action Form  
*Accomplished QMS-F3, "Corrective Action Report"*  
 Transmitted Letter of Reply to Customer

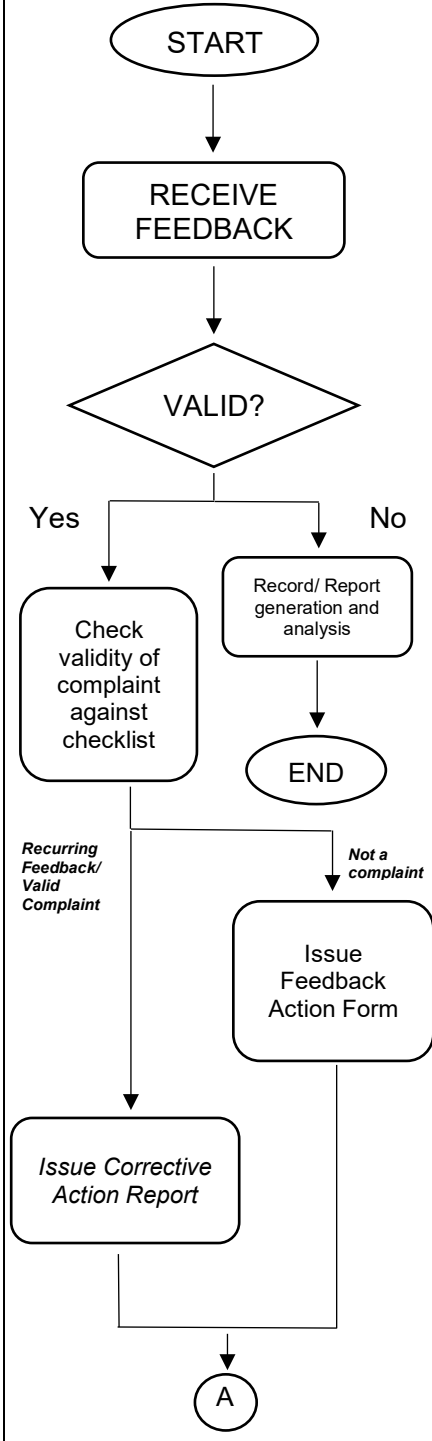
### 6.0 References

Minutes of Management Review  
*PM-IQA-01, "Internal Audit"*  
*PM-IQA-02, "Corrective Action"*  
*PCHRD-C-01, "Philippine National Standard ISO 19001:2015"*

Prepared by:   <b>MARIA BELEN A. BALBUENA</b> Chair, Client Relations Committee	Approved by:   <b>ULLYANN C. GARCIA</b> Vice Chairperson, Quality Management Committee
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### 7.0 Procedure

FLOW	PERSON RESPONSIBLE	DETAILS
 <pre> graph TD     START([START]) --&gt; RECEIVE[RECEIVE FEEDBACK]     RECEIVE --&gt; VALID{VALID?}     VALID -- Yes --&gt; CHECK[Check validity of complaint against checklist]     VALID -- No --&gt; RECORD[Record/ Report generation and analysis]     RECORD --&gt; END([END])     CHECK -- "Recurring Feedback/ Valid Complaint" --&gt; ISSUE[Issue Feedback Action Form]     CHECK -- "Not a complaint" --&gt; ISSUE     ISSUE -- "Program/Project Manager, Division Chief, Executive Director" --&gt; CORRECT[Issue Corrective Action Report]     CORRECT --&gt; A((A)) </pre>	<p><i>Information Officer</i></p> <p><i>Information Officer</i></p> <p><i>Information Officer and CRC</i></p> <p><i>Information Officer and CRC</i></p> <p><i>Program/Project Manager Division Chief Executive Director</i></p> <p><i>Information Officer</i></p> <p><i>Information Officer and CRC</i></p>	<p>Receive feedback through email, phone calls, feedback website, or Customer Feedback Form.</p> <p>For feedback received through email, acknowledge receipt of the feedback within 1 working day except for holidays, weekends, and work suspensions (if reachable contact information is provided).</p> <p>Review and validate the feedback received using Part I (Validity criteria) of "Feedback Validation Checklist Form."</p> <ul style="list-style-type: none"> <li>If the feedback is invalid, record for reporting purposes, and if possible, inform the client.</li> <li>If the feedback is valid, evaluate the qualitative feedback using Part II (Recurring feedback criteria) or Part III (Complaint evaluation criteria). <ul style="list-style-type: none"> <li>If the feedback is not "recurring feedback" or a complaint, prepare the following and forward to the concerned division through its Division Chief every 2<sup>nd</sup> Friday of the ensuing month: <ul style="list-style-type: none"> <li>"Feedback Action Form"</li> <li>Customer Feedback Result</li> </ul> </li> </ul> </li> </ul> <p>Concerned division will act upon the feedback and return the accomplished "Feedback Action Form" within 5 working days upon receipt, and prepare response letter to the client duly noted by the Division Chief and approved by the Executive Director.</p> <p>Send letter-reply to the client.</p> <ul style="list-style-type: none"> <li>If the feedback is a "recurring feedback" or is a complaint, refer to PM-IQA-02 "Corrective Action."</li> </ul>

Prepared by:




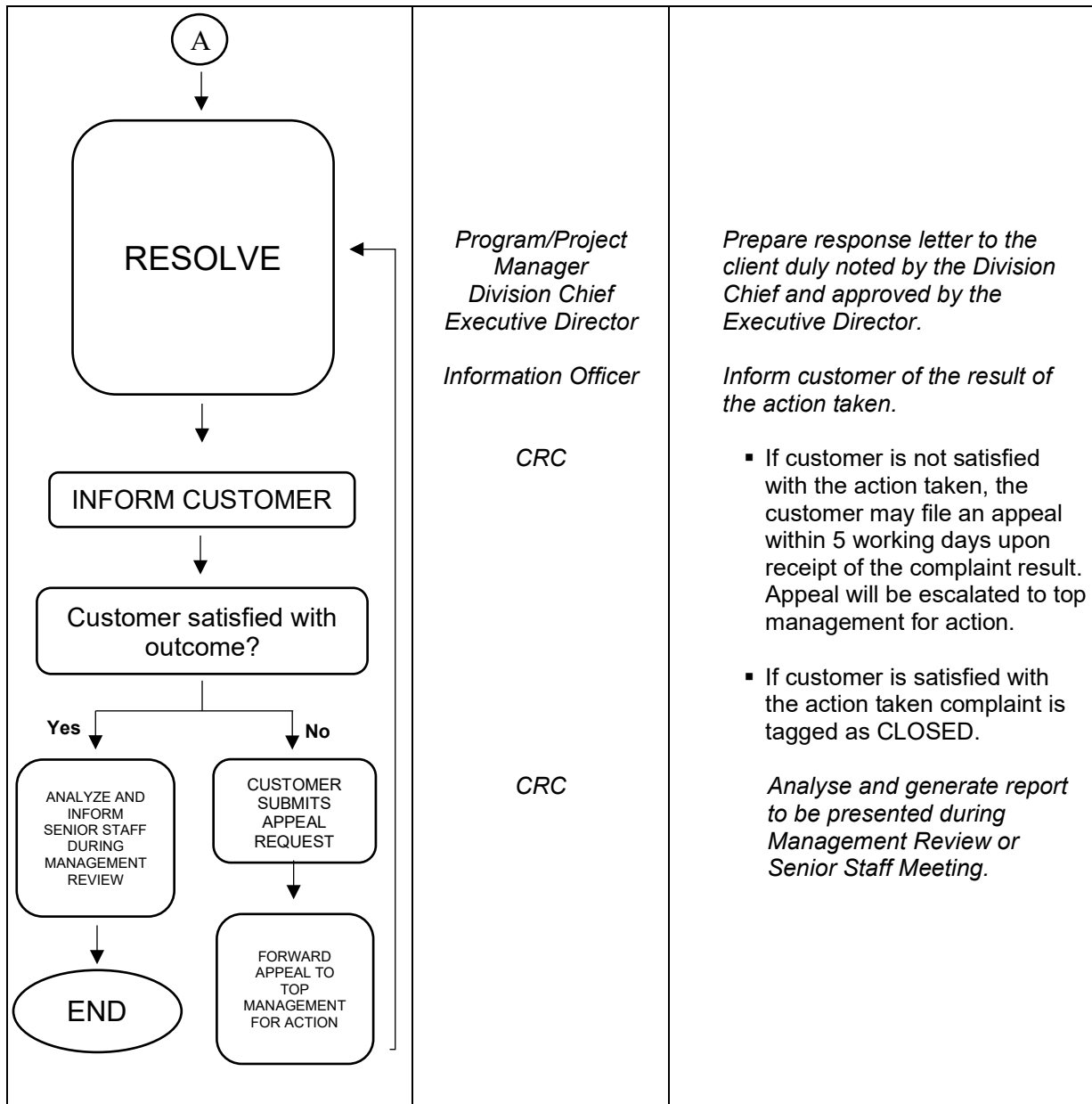
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Chair, Client Relations Committee

Approved by:



**ULLYANN C. GARCIA**  
Vice Chairperson, Quality Management Committee

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### 8.0 Control of Nonconforming Outputs

When the expected outputs are not achieved, the following measures are to be implemented:

<b>Nonconforming Output</b>	<b>Reactive Measures</b>
Late submission of accomplished "Feedback Action Form" or QMS-F3 "Corrective Action Report (CAR)."	CRC will call the attention of concerned division chief to follow-up on the submission of CAR.

### 9.0 Interface

None.

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