

VI. FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Accomplish the Feedback Form available at the FMB main building lobby and drop it at the designated drop box in front of the Public Assistance Complaints Desk (PACD).
How feedback is processed?	<p>Every Friday, the Designated Officer shall open the drop box and compile and record all feedback submitted.</p> <p>Feedback requiring answers shall be forwarded to the concerned Office via email and they are required to answer within three (3) days of the receipt of the feedback. Answers to the feedback given is relayed to the client via email or phone call.</p> <p>For inquiries and follow-ups, the contact information are as follow: +63(2) 8927-4788, fmdb@denr.gov.ph</p>
How to file complaints?	<p>To file a complaint, provide the following details via email:</p> <ul style="list-style-type: none"> - Full name and contact information of the complainant - Narrative of the complain - Evidences - Name of the person being complained <p>Send all complaints to fmdb@denr.gov.ph.</p>
How complaints are processed?	<p>All complaints received will be processed by the FMB Committee on Anti-Red Tape (CART) Secretariat. The FMB CART Secretariat browses, evaluates and determines the complaints received on a regular basis. The FMB CART Secretariat shall coordinate with the concerned Office to answer the complaint and shall investigate, if necessary.</p> <p>After the concern has been addressed or after the conduct of the investigation, the FMB CART Secretariat shall create an incident report for the FMB Director, for appropriate action. The FMB CART Secretariat shall give the feedback to the clients via email.</p> <p>For inquiries and follow-ups, the contact information is as follows: +63(2) 8927-4788, fmdb@denr.gov.ph</p>

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Contact Information
of ARTA, PAC,
CCB and OMB

Anti-Red Tape Authority (ARTA)

For Smart/TNT/Sun: 0969-257-7242, 0928-690-4080

Contact No.: +63(2) 8478-5093

Email: complaints@arta.gov.ph

Web: <http://arta.gov.ph/pages/complaintform.php>

Presidential Action Center (PAC)

Hotline: 8888

Contact Number: +63(2) 8736-8645, 8736-8603

Email: pcc@malacanang.gov.ph

Web: <https://op-proper.gov.ph/presidential-action-center/>

Contact Center ng Bayan (CCB)

Text: 0908-881-6565

Contact No.: 1-6565 (Php 5.00 + VAT per call anywhere in the PH via PLDT landlines)

Email: email@contactcenterngbayan.gov.ph

Web: <http://contactcenterngbayan.gov.ph/contact-us>

Office of the Ombudsman (OMB)

Contact No.: +63(2) 89262-OMB (662)

Text Hotline: 0926-6994-703

Lifestyle Check: +63(2) 927-4102, 927-2404

Trunkline: +63(2) 8479-7300

Email: pab@ombudsman.gov.ph

website: <https://www.ombudsman.gov.ph/complaint-5/>