

Handling of 8888 Inquiries, Complaints, and Grievances

The Department of Social Welfare and Development established the Agency Operations Service (AOS) under President Rodrigo Roa Duterte's Executive Order No. 06, Series of 2016. This order institutionalized the 8888 Citizens' Complaint Hotline and established the 8888 Citizens' Complaint Center. The AOS must ensure adherence to the mandated 72-hour response on inquiries, complaints, and grievances referred to the DSWD through the 8888-hotline portal.

Office or Division:	Regional Operation Center – Office of the Regional Director			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	A person who has inquiries, complaints, and grievances to the Department of Social Welfare and Development (DSWD) is received through the 8888 Citizens' Complaint Hotline portal.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Required documents for processing 8888 Citizens' Complaint Hotline inquiries, complaints, or grievances:				
1. One (1) Copy of the Referral Letter (PDF format): <i>This contains the Ticket Reference Number issued by the 8888 Citizens' Complaint Center</i>		8888 Citizens' Complaint Center		
2. Client Information (if available): <i>This includes the client's name, address, telephone number, and email address (if applicable).</i>				
3. Inquiry/Complaint/Grievance Details: <i>This provides a complete and detailed description of the concern.</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client or Citizen to lodge/file their inquiries, complaints, or grievances, regarding the Department of Social Welfare and Development (DSWD) programs, services, or staff via the 8888 Hotline.	1.1 The Technical Staff shall receive, review, evaluate, and determine if the client's inquiry, complaint, or grievance is a DSWD concern. If yes , the Technical Staff shall refer to the concerned D/S/U and C/RCFs. If not , the Technical Staff shall request for	None	15minutes	Ms. Maridol R. Licerio SWO V – Regional Operation Center

	<p>reversion to the 8888 CCC Administrator through the 8888 Citizens' Complaint Hotline Portal.</p> <p>1.2 The Technical Staff shall encode the client's details into the 8888 unified monitoring matrix.</p>			
<p>2. The 8888 client/s shall receive a response/ action on the concern.</p>	<p>2.1 The Technical Staff shall receive, review, and refer 8888 ticket/s to the concerned Division/Unit/ Service for appropriate action</p>	None	5 minutes	<p><i>Ms. Maridol R. Licerio</i> SWO V – Regional Operation Center <i>8888 Focal of D/S/U and C/RCFs</i></p>
	<p>2.2 The Technical Staff shall respond to the concern of the client accordingly.</p>	None	2 days, 23 hours, 10 minutes	<p><i>Ms. Maridol R. Licerio</i> SWO V – Regional Operation Center <i>8888 Focal of D/S/U and C/RCFs</i></p>
	<p>2.3 The Technical Staff shall conduct a Client Satisfaction Measurement Survey (CSMS) to the client, provided that the client's information is available.</p>	None	5 minutes	<p><i>Ms. Maridol R. Licerio</i> SWO V – Regional Operation Center <i>8888 Focal of D/S/U and C/RCFs</i></p>
	<p>2.4 The Technical Staff shall submit the signed feedback report/memorandum addressed to the DSWD 8888 Permanent Focal Person to the AOS, detailing the action/s</p>	None	5 minutes	<p><i>Ms. Maridol R. Licerio</i> SWO V – Regional Operation Center <i>8888 Focal of D/S/U and C/RCFs</i></p>

	taken, and the complete attachments ¹ on the ticket referred by the DSWD 8888 Action Center.			
3. Receive a response or resolution to the client's concern.	<p>3.1 The Technical Staff shall receive, review, and acknowledge the signed an official memorandum of responses submitted by the concerned D/S/U and C/RCFs.</p> <p>If the responses are not deemed as concrete and specific actions, the Technical Staff shall return the submitted official memorandum and attachments to the respective D/S/U and C/RCFs through the official email address for further compliance.</p> <p>If the responses are deemed concrete and specific², and accompanied by complete attachments, proceed to the next step.</p>	None	8 minutes	<i>Ms. Maridol R. Licerio</i> SWO V – Regional Operation Center
	3.2 The Technical Staff shall recommend the closure of the	None	2 minutes	<i>Ms. Maridol R. Licerio</i> SWO V – Regional Operation Center

¹ Signed feedback report/memorandum, proof of communication with the client not limited to email attachments, a screenshot of the text message, or call logs that include the client's contact number with the date and time of call, text or email.

² It refers to actual and factual action to the complaint. It must be within the mandate of the Agency and a clear, exact, and relevant response to the complainant.

	ticket in the 8888 Citizens' Complaint Hotline Portal.			
	3.3 Once closed, the Technical Staff shall notify the concerned OBUS/FO/AA that the ticket has been closed in the 8888 Citizens' Complaint Hotline Portal.	None	10 minutes	<i>Ms. Maridol R. Licerio</i> SWO V – Regional Operation Center <i>8888 Focal of D/S/U and C/RCFs</i>
	3.1 The Technical Staff shall acknowledge the provided update.			
	3.2 The Technical Staff shall update the 8888 unified monitoring matrix and mark the ticket as closed.			
	TOTAL	NONE	3 days (calendar)	