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<th>WAYS OF FILING A COMPLAINT</th>
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| Thru Text Messaging       | Text message detailing the nature of complaint/query and identity of the texter. | 1. The client sends a text message to QUEDANCOR Text Hotline (QTH) Number 09279217989 detailing the nature of his/her complaints or query.  
2. The QTH Administrator acknowledges receipt of the message and replies immediately to the text sender.  
3. The QTH Administrator reads the message and asks for further details from the message sender to properly establish his/her identity, then forwards the message to the concerned division/person who can properly act on the said complaint/request or query.  
4. The concerned division/person acknowledges the receipt of the message and contacts the source of the message to address his/her concerns.  
5. Once the complaint was satisfied or acted upon, the concerned person/officer informs the QTH Administrator of the actions taken and updates her every time an action is done. | As soon as the message is received. |
| Thru Phone Call           |                           | 1. The client may call the QTH Hotline Number 09279217989 or the landline numbers of any of the Regional Offices (please see directory), identifies himself and airs his/her complaints or query.  
2. The QTH Administrator, or the Officer of the Day in the Regional Office in the case of provincial clients, takes important notes on the details of the complaints and gets the contact numbers and identification of the caller; then calls the concerned person/officer who can best act on the complaint/query.  
3. The concerned division/person acknowledges the receipt of the complaint details and contacts the complaining person to address his/her concerns.  
4. Once the complaint/query was properly answered or acted upon, the concerned person/officer informs the QTH Administrator or the RAVP who endorsed the complaints, of the actions taken and updates him/her every time an action is done on the said complaint. | As soon as the message is received. |
| Thru Personal Visit       |                           | 1. The client goes to the nearest QUEDANCOR office and narrates his/her complaints or asks for some information regarding a loan or program from the assigned Officer of the Day.  
2. If the complaint/query can be resolved/addressed within that Field Office, the Regional Assistant Vice-President (RAVP) will act on the complaint/query immediately.  
3. If the complaint necessitates some actions from the Central Office officers/management a written complaint/query may be requested from the client which will be forwarded/endorsed to the Central Office for action, or the RAVP may just write down the details of the complaint then communicates with the concerned officer/unit in the Central Office who can best address the complaint/query.  
4. The concerned Central Office personnel/officer will reply officially/act properly on the complaint thru the RAVP or it may reply directly to the complaining client but must copy furnish/inform the RAVP/source of the actions taken to address the client's complaints/query. | The same day |
| Thru Emails               |                           | 1. The QUEDANCOR is maintaining a website with address www.quedancor.gov.ph which contains a feedback box where the public may send complaints/query via email to be sent to pio_quedancor@yahoo.com.  
2. The client sends an email to pio_quedancor@yahoo.com narrating his/her complaints with background or necessary details and date of narrated events, or persons involved if there are any.  
3. The pio_quedancor@yahoo.com account Administrator acknowledges the receipt of the email, verifies initially the identity of the email sender and forwards immediately the email to the concerned person or division who handles the issue at hand.  
4. The concerned division then communicates using all possible means to the email sender to further check on his/her request or complaints and correspondingly acts on it then copy furnish/update the Public Information Office of the actions taken. | The same day |