



PAMANTASAN NG LUNGSOD NG PASIG
(University of Pasig City)

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Suggestions can be made through the following methods:</p> <ul style="list-style-type: none"> A. Fill out the Suggestion and Feedback Form found in the office windows and drop it in the Suggestion Box B. You can send a message to the PLP FB page https://www.facebook.com/Pamantasan-ng-Lungsod-ng-Pasig-108294641685841 or to the e-mail address inquiry@plpasig.edu.ph C. Call the PLP Land Line 628-1014 from Monday to Friday 8:00 AM to 5:00 PM
How feedback is processed	<p>It is taken from the drop box and collected by the Communications Office every day and communicated to the concerned offices or offices so that appropriate action can be taken to better serve the people.</p>
How to file a complaint	<p>Complaints can be made in the following ways:</p> <ul style="list-style-type: none"> A. Fill out the Complaint Form found in the office windows and put it in the Suggestion Box B. You can send a message to the PLP FB page https://www.facebook.com/Pamantasan-ng-Lungsod-ng-Pasig-108294641685841 or s E-mail address inquiry@plpasig.edu.ph C. Call the PLP Land Line 628-1014 D. Head to the Communications Office, Ground Floor, PLP Building from Monday to Friday 8:00 AM to 5:00 PM
How complaints are processed	<ol style="list-style-type: none"> 1. The Communications Office gathers the complaints daily to determine the type of complaint and give it appropriate action 2. Informing the concerned offices or offices to take appropriate action or method that does not exceed three days 3. The action taken may be communicated by letter or a personal conversation between the complainant and the person complained of. 4. The complainant will submit a feedback form in which he will indicate his approval or disapproval,

	<p>satisfaction or dissatisfaction with the decision or action of the person or office complained of.</p> <p>5. The complained office will submit a report to the Communications Office containing the action and agreement</p>
Contact Information	Landline: 86424100
	Email Address: inquiry@plpasig.edu.ph
	FB Page: www.facebook.com/Pamantasan-ng-Lungsod-ng-Pasig-108294641685841