



Republic of the Philippines
DEPARTMENT OF JUSTICE
OFFICE FOR ALTERNATIVE DISPUTE AND RESOLUTION

COMPLAINT AND FEEDBACK FORM

A. SERVICE REQUEST/HINIHINGI O HINILING NA SERBISYO

- Accreditation procedure for private alternative dispute resolution provider organizations
- Accreditation procedure for individual alternative dispute resolution practitioners/ neutrals
- Accreditation procedure for public alternative dispute resolution programs

B. CLIENT SATISFACTION RATING/PAGSUSURI NG SERBISYO

Please check (✓) the appropriate boxes (□)/ *Lagyan ng (✓) ang wastong kahon.*

| Question/Katanugan | | Excellent (5) | Very Satisfied (4) | Satisfactory (3) | Moderately Satisfied (2) | Poor (1) |
|--------------------------|------------------------------|------------------|-----------------------|---------------------|-----------------------------|-------------|
| <input type="checkbox"/> | How do you rate our service? | | | | | |

C. CUSTOMER FEEDBACK/PUNA

1. Please check (✓) the appropriate boxes (□)/ *Lagyan ng (✓) ang wastong kahon.*

_____ **Compliment/Pagpuri**

_____ **Suggestion/Mungkahi**

_____ **Complain/Reklamo**

2. Facts or details of the incident/*Pahayag sa insidente*

3. Recommendation/Suggestion/Desired Action from the Office/*Mungkahi sa Opisina*
