



PROCEDURE FOR FILING A COMPLAINT

Biodiversity Management Bureau

<p>How to file complaints?</p>	<p>Accomplish the client complaint form and drop it at the designated drop box in front of the BMB Public Assistance Desk(PAD) or other Divisions/units of BMB and NAPWC Management Office.</p> <p>Complaints can also be filed via telephone thru the designated BMB 8888 Hotline officer. Make sure to provide the following information:</p> <ul style="list-style-type: none"> ○ <i>Name of person(s) being complained</i> ○ <i>Date of Incident/Transaction</i> ○ <i>Incident/Transaction</i> ○ <i>Evidence</i> ○ <i>Other that may support complaint</i>
<p>How complaints are processed?</p>	<p>The Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall record the details (observing the Data Privacy Law) and shall forward the complaint to the Head of Agency. It shall then be forwarded for the information of the Division/Unit chief concerned with the complaint for investigation which may require explanations for the subject of the complaint.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of the Agency for appropriate action.</p> <p>The Complaints Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 8924-6031 loc 216</p>
<p>CONTACT INFORMATION</p>	
<p>Contact Information of Anti-Red Tape Authority (ARTA)</p>	<p>Ground Floor HPGV Building (Formerly Accelerando), 395 Senator Gil J. Puyat Avenue, 1200 Makati City Hotline: 1-ARTA (1-2782) Contact No.: (02) 478-5091, 478-5099</p>



	<p>Email: complaints@arta.gov.ph</p> <p>Web: http://arta.gov.ph/pages/complaintform.php</p>
Contact Information of Presidential Complaint Center (PCC)	<p>Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila</p> <p>Hotline:8888</p> <p>Contact No. (02)736 8621, 736 8645, 736 8603, 736 8629, 736 8621</p> <p>Email: pcc@malacanang.gov.ph</p> <p>Web: https://op-proper.gov.ph/presidential-action-center/</p>
Contact Information of ARTA Contact Center ng Bayan (CCB)	<p>Text: 0908 881 6565</p> <p>Contact No.: 1-6565 (Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines)</p> <p>Email: email@contactcenterngbayan.gov.ph</p> <p>Web: http://contactcenterngbayan.gov.ph/contact-us</p>
Contact Center of the Office of the Ombudsman (OMB)	<p>Ombudsman Building, Agham Road, North Triangle, Diliman, Quezon City</p> <p>Contact No.: (02) 9262-OMB (662)</p> <p>Text Hotline: 0926 6994 703</p> <p>Lifestyle Check: (02) 927-4102, 927-2404</p> <p>Trunkline: (02) 479-7300</p> <p>Email: pab@ombudsman.gov.ph</p>
Biodiversity Management Bureau 8888 Focal Person	<p>Ninoy Aquino Parks and Wildlife Center, 1100 Diliman Quezon City, Philippines</p> <p>Telephone: +(63 2) 89246031-35</p> <p>Email: helpdesk@bmb.gov.ph bmb@bmb.gov.ph</p>