



# Bureau of Corrections

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**BUC-STO-PR-016**


Revision No.  
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## PUBLIC ASSISTANCE

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### REVISION HISTORY AND APPROVAL

Rev.	Date	Nature of Changes	Approved By
0		Original issue.	 Rey M. Raagas

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## 1. PURPOSE

This procedure describes the public assistance, complaints handling, monitoring and measurement of client satisfaction processes of ARTA Action Center.

## 2. SCOPE

This procedure contains the following sections:

- a) Monitoring of Client Satisfaction and Complaint handling
- b) Measurement of Client satisfaction
- c) Related documents
  - Feedback From
  - Client Satisfaction Survey Form

This procedure initially covers frontline services of BuCor Central Offices as well as, all Operating Prisons and Penal Farms (OPPFs).

## 3. DEFINITION OF TERMS AND ACRONYMS

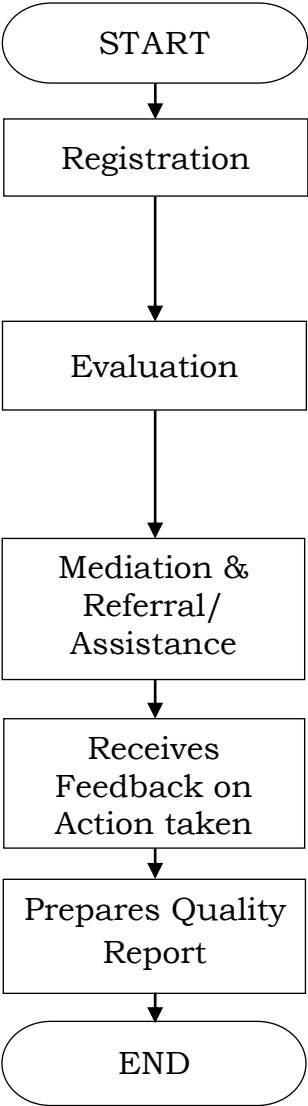
Complaint	<ul style="list-style-type: none"> <li>• Expression of dissatisfaction made to an organization related to its products, services and/or process(es), where a response or resolution is explicitly or implicitly expected.</li> </ul>
Client	<ul style="list-style-type: none"> <li>• Organization or person that receives a product and/or service.</li> </ul>
Feedback	<ul style="list-style-type: none"> <li>• Opinions, comments, suggestions and expressions of satisfaction/dissatisfaction</li> </ul>
BuCor ARTA Action Center	<ul style="list-style-type: none"> <li>• Office in charge to handle and act on complaints and improvement in service quality</li> </ul>
QMS	<ul style="list-style-type: none"> <li>• Quality Management System</li> </ul>
QA	<ul style="list-style-type: none"> <li>• Quality Auditor</li> </ul>


## 4. RESPONSIBILITIES

The BuCor ARTA Action Center is responsible for the overall implementation of this procedure, including the gathering of customer satisfaction data and the implementation of improvement activity.

## 5. PROCEDURE DETAILS

Complaints Handling, Public Assistance, and Monitoring Client Satisfaction

Activity	Person Responsible	Details/Functions	References
<div style="text-align: center;">  </div>	ARTA Action Center Staff	<ul style="list-style-type: none"> <li>Client registers and appropriate information is recorded to identify the client's complaint/problem type</li> </ul>	<ul style="list-style-type: none"> <li>RA 9485</li> </ul>
	ARTA Action Officer	<ul style="list-style-type: none"> <li>ARTA Action Officer mediates to complaints concerning frontline services and refers to concerned office on complaints not within jurisdiction. And assists on queries.</li> </ul>	<ul style="list-style-type: none"> <li>ADR</li> </ul>
	ARTA Action Staff	<ul style="list-style-type: none"> <li>Feedback on referred complaints is requested from concerned office or clients of the action taken.</li> </ul>	<ul style="list-style-type: none"> <li>RA 9485</li> </ul>
	ARTA Action Officer	<ul style="list-style-type: none"> <li>All collated feedbacks are validated, analyzed, and reported monthly</li> </ul>	<ul style="list-style-type: none"> <li>PAWIM</li> </ul>

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## 6. GUIDELINES

### 6.1 Registration

6.1.1 Client enters ARTA Action Center usually to request assistance or to file complaint. Clients are attended courteously and are ask to register in the logbook and fill-up a requisition and assistance form.

### 6.2 Evaluation

6.2.1 The ARTA Action Officer evaluates client's complaints or request for assistance from details verbally given or written at the RAF.

### 6.3 Mediation and Referral/Assistance

6.3.1 ARTA Action Officer mediates to complaints that pertains to frontline services. As per client's concern, the involve employee's supervisor or office-in-charge will be notified and requested to allow employee to proceed to ARTA Office. The client and the involve employee are encouraged or allowed to verbalized each side of story, this aims to resolve complaints at the ARTA Action Center level. Mediating Officer will let both parties to come up with a resolution or amicable settlement regarding the issue.

6.3.2 The ARTA Action Center Staff refers client to concerned office on complaints not within the jurisdiction of ARTA Office. Clients are encouraged to fill-up and submit feedback form.

6.3.3 ARTA Action Center Staff always accommodate and assist clients on queries.

### 6.4 Receives Feedback on Action Taken

6.4.1 All collated feedback forms shall be validated and analyzed. Likert Scale is being utilized in the survey tool. Statistical method in getting the weighted mean average result is applied.

### 6.5 Prepares Quality Report

6.5.1 Result of which will be reported monthly.

## 7. REFERENCES

Feed Back Form (ADM-PR-007-F01)

Client Satisfaction Survey Form (ADM-PR-007-F02)