

## For inquiries, suggestions or complaints, you may contact us through:

Customer Care Hotline :	(02) 288-POST
Website :	<a href="https://www.phlpost.gov.ph">https://www.phlpost.gov.ph</a>
E-Mail Address :	customer care@phlpost.gov.ph
Mailing Address :	PHLPost Customer Care Office of the APMG for Marketing and Management Support Services Philippine Postal Corporation, 3/F Central Office Building 1000 Liwasang Bonifacio, Manila

## HOW TO FILE A COMPLAINT?

### Who may file? :

The General Public and all Clients/Mailing patrons of the Corporation

### Contents of the complaint:

1. Full name of the Complainant/s
2. Contact details : Mailing/e-mail Address and/or Contact Number/s
3. Concern/Issue to be addressed (For mail-related complaints, please include the Tracking Number, if available)
4. Signature of the Complainant (for written complaints)

### Procedures in the handling of complaint:

1. All inquiries/complaints received thru mail, e-mail, fax and other means of communications must be acted upon and/or resolved within fifteen (15) working days upon receipt thereof in consonance with paragraph (a) Section 5 (Duties of Public Officials and Employees) of RA 6713 or the Code of Conduct and Ethical Standards for Public Officials and Employees.
2. Customer Service Officers are required to reply to customer complaints/inquiries using the same means/social media sites as soon as possible.
3. Inquiries/complaints received shall be endorsed to the concerned office/s for their appropriate action within 3 working days from receipt.