**Customer Feedback Form**

**Public Assistance Counter**

**(Front)**

****

**Legend:**

Very Satisfactory

Satisfactory

 Poor

**Customer Feedback Form**

**Public Assistance Counter**

**(Back)**

****

**TESDA-OP-AS-03-F02**

**Rev. No. 01-10/01/20**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | | **Monitoring Report of Customer Feedback Form Results** | | | | | | | | |  |  |  |  |
| Region: Province: | |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Period Covered: | | |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Feedback Box Location | | | Public Assistance and Complaints Deck (PACD) | | | | | |  |  | | |  |  |
| No. | Date | Control Number | Rater/ Contact Details | Age | Gender | email address | Office Visited | Frontline Service Requested | Action Provided | Rating Format in the Citizen's Charter | | | Citizens Comment | Action Taken, if any |
| VS | S | P |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |
|  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |
|  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |
|  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |
|  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Prepared by: |  |  | |  | | Noted by: | |  |
|  | | |  | |  | |  | | |
| (Signature over Printed Name) | | |  | |  | | (Signature over Printed Name) | | |
| (Designation/Position) | | |  | |  | | (Designation/Position) | | |

**TESDA-OP-AS-03-F03**

**Rev. No. 00-03/01/17**

**CENTRAL OFFICE CCU CLIENT LOG FORM**

**Period Covered**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Caller No.** | **Transaction Code** | **Time of Call** | **Caller Location** | **Caller Name** | **Address** | **Telephone number** | **Specific Concern** | **Type of Inquiry** | **Action Provided** | **Office Referred to** | **Source of Information** | **Time Call Ended** |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |

**TESDA-OP-AS-03-F04**

**Rev. No. 01-10/01/20**

**MONITORING OF COMPLAINTS RECEIVED**

**Period Covered:**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **No.** | **Name of Complainant** | **Date Complaint Received** | **Nature of Complaint** | **Area Complained** | **Complaint Received thru** | **Details of Complaint** | **Action Taken** | **Date Acted** | **Office Referred to** | **Date Referred** | **Action Taken by Responsible Office** | **Date of Action** | **Status of Complaint** |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Prepared by: |  |  | |  | | Noted by: | |  |
|  | | |  | |  | |  | |
| (Signature over Printed Name) | | |  | |  | | (Signature over Printed Name) | |
| (Designation/Position) | | |  | |  | | (Designation/Position) | |

**TESDA-OP-AS-03-F05**

**Rev. No. 01-10/01/20**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | | |  |  |
| **EXECUTIVE/REGIONAL/PROVINCIAL OFFICE**  **CUSTOMER LOGSHEET FOR TELEPHONE, SMS, MAILS**  **Period Covered:** | | | | |
| **Location:** | | |  |  |
|  |  |  |  |  |
| **Name of Customer** | **Type of Inquiry** | **Modality** | **CSO** | **Customer Rating**  **(3, 2, 1)** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
| **Legend for Rating:** | **3-Very Satisfactory** | **2- Satisfactory** | 1. **Poor** |  |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Prepared by: |  |  | |  | | Noted by: | |  |
|  | | |  | |  | |  | | |
| (Signature over Printed Name) | | |  | |  | | (Signature over Printed Name) | | |
| (Designation/Position) | | |  | |  | | (Designation/Position) | | |

|  |  |  |
| --- | --- | --- |
|  | **TESDA-OP-AS-03-F06**  **Rev. No. 01-10/01/20** | |
| **REGIONAL/PROVINCIAL OFFICE**  **MONITORING OF CUSTOMERS SERVED**  **Period Covered** | | |
| **Location:** | |  |
| **MODALITIES** | **NUMBER OF INQUIRIES** | |
| **Total Telephone Calls Received** |  | |
| **Total SMS Received** |  | |
| **Total emails Received** |  | |
| **Total Mails Received** |  | |
| **Total Facebook Customers Served** |  | |
| **Total** |  | |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Prepared by: |  |  | |  | | Noted by: | |  |
|  | | |  | |  | |  | | |
| (Signature over Printed Name) | | |  | |  | | (Signature over Printed Name) | | |
| (Designation/Position) | | |  | |  | | (Designation/Position) | | |

**TESDA-OP-AS-03-F07**

**Rev. No. 01-10/01/20**

**CUSTOMER FEEDBACK SATISFACTION MONTHLY ANALYSIS**

**(Customer Feedback Form TESDA-OP-AS-03-F01)**

**For the month of**

1. **Total Number of Clients Served by Gender**

|  |  |
| --- | --- |
| Gender | No. of Clients |
| Female |  |
| Male |  |
| **Total** |  |

1. **Distribution of Clients Served by Age Group**

|  |  |
| --- | --- |
| Age Group | No. of Clients |
| 15-25 |  |
| 26-35 |  |
| 36-45 |  |
| 46-55 |  |
| 56-65 |  |
| 66 and Above |  |
| Age not indicated |  |
| Total |  |

1. **Total Number of Clients by Reason of Visit**

|  |  |
| --- | --- |
| Reason for Visit | No. of Clients |
| Assessment & Certification |  |
| UTPRAS |  |
| Training |  |
| Scholarship |  |
| Admin. Related |  |
| Others |  |
| Total |  |

1. **Action Provided Relative to Purpose of Visit**

|  |  |
| --- | --- |
| Action Provided | No. of Clients |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
| Total |  |

1. **Drivers of Satisfaction**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Other Areas Rated | VS | S | P | TOTAL |
| 1. Mabilis na serbisyo |  |  |  |  |
| 1. Mahusay na serbisyo |  |  |  |  |
| 1. Malinis na tanggapan |  |  |  |  |
| 1. May malasakit at nauunawaan ang serbisyo |  |  |  |  |
| 1. Makatwiran ang presyo ng piling serbisyo |  |  |  |  |
| 1. Mapagkakatiwalaan ang serbisyo |  |  |  |  |
| 1. Magalang at tapat na serbisyo |  |  |  |  |
| 1. Abot ang Lahat ng serbisyo ng TESDA |  |  |  |  |

1. **Overall Rating**

|  |  |
| --- | --- |
| Rating | No. of Clients |
|  |  |
|  |  |
|  |  |
|  |  |

**ANALYSIS:**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Prepared by: |  |  | |  | | Noted by: | |  |
|  | | |  | |  | |  | | |
| (Signature over Printed Name) | | |  | |  | | (Signature over Printed Name) | | |
| (Designation/Position) | | |  | |  | | (Designation/Position) | | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **TESDA-OP-AS-03-F09**  **Rev. No. 00-03/01/17** | | | | | | | | | | | | |
| **Technical Education and Skills Development Authority**  **(TESDA)** | | | | | | | | | | | | | |
| **Transmittal Year \_\_\_\_** | | **TRANSMITTAL OF DOCUMENTS, REPORTS AND ELECTRONIC MAILS(e-mail)** | | | | | | | | **Date** |  | | |
|  |  | | | |  | | | |  | | | | |
| **TO:** | | | | | |  | **FROM:** | | | | | | |
|  | | |  | |  | | | |  | | | | |
| **DATE** | | | **DETAILS** | | | | | | | | | | |
|  | | |  | | | | | | | | | | |
|  | | | |  | | | | Signature over Printed Name of the Head of Office | | | |
|  | | | |  | | | |  | | | |

**TESDA-OP-AS-03-F10**

**Rev. No. 00-03/01/17**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Technical Education and Skills Development Authority**  **(TESDA)** | | | | | | | | | | | | | | | | | | |
| **Year \_\_\_\_** | | | | | **COMPLAINT REPORT FORM** | | | | | | | | | **DATE** | | |  | |
|  | |  | | | | |  | | | |  | | | | | | | |
| **NAME OF COMPLAINANT:** | | | | | | | | |  | **COMPLAINT** | | | | | | | | |
|  | | | | | | | | | **RECEIVED BY:** | |  | | | | | | |
|  |  | | | | | | |  |  | | |  | | | | | |
|  | | | | | | | | | **RECEIVED ON:** | | |  | | | | | |
|  | **Signature** | | | | | | |  |  | | |  | | | | | |
|  | | | | | |  | | | | | | | | | | | | |
| **NATURE OF COMPLAINT** | | | | | | **DETAILS OF COMPLAINT** | | | | | | | | | | | | |
|  | | | | | |  | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | | | | |
| **ACTION TAKEN** | | | | | | | | | | | | | | | | | | |
| **Details of Action Taken:** | | | | | | | | | | | | | | | | | | |
| Name and Position of Personnel Acting on complaints | | | | | |  | | | | | | | | | | Date: | | |
| Noted by: | | | | | |  | | | | | | | | | | Date: | | |
|  | | | | | | | | | | | | | | | | | | |
| **ACKNOWLEDGMENT OF ACTION TAKEN** | | | | | | | | | | | | | | | | | | |
| CONFORME | | |  |  | | | | | | | | | | |  | Date: | |  |
|  | | |  | Signature over Printed Name | | | | | | | | | | |  |  | |  |

**TESDA-OP-AS-03-F11**

**Rev. No. 00-10/01/20**

|  |  |  |
| --- | --- | --- |
| **SUMMARY OF CUSTOMER COMMENTS** | | |
| Region: |  |  |
| Province: |  |  |
| Period Covered: |  |  |
|  |  |  |
| NATURE OF INQUIRY | Summary of Clients Comments | Action/s Taken |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Prepared by: |  |  | |  | | Noted by: | |  |
|  | | |  | |  | |  | | |
| (Signature over Printed Name) | | |  | |  | | (Signature over Printed Name) | | |
| (Designation/Position) | | |  | |  | | (Designation/Position) | | |

**TESDA-OP-AS-03-F12**

**Rev. No. 00-10/01/20**

**SUMMARY OF CUSTOMER INQUIRY**

**Region: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Province: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Period Covered: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Type Inquiry/Request | Month | Total Number of Clients per Inquiry | | | |
| Offices | RO | PO | TOTAL |
| **Assessment and Certification** |  |  |  |  |  |
|  |  |  |  |  |  |
| **Program Registration** |  |  |  |  |  |
|  |  |  |  |  |  |
| **Training** |  |  |  |  |  |
|  |  |  |  |  |  |
| **Scholarship** |  |  |  |  |  |
|  |  |  |  |  |  |
| **Other Programs and Services** |  |  |  |  |  |
|  |  |  |  |  |  |
| **Administrative Concerns** |  |  |  |  |  |
|  |  |  |  |  |  |
| **Complaints** |  |  |  |  |  |
|  |  |  |  |  |  |
| **Total** |  |  |  |  |  |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Prepared by: |  |  | |  | | Noted by: | |  |
|  | | |  | |  | |  | | |
| (Signature over Printed Name) | | |  | |  | | (Signature over Printed Name) | | |
| (Designation/Position) | | |  | |  | | (Designation/Position) | | |

TESDA-OP-AS-03-F13

Rev. No. 00-10/01/20

**Complaint Risk-Opportunity Assessment**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Nature of Complaint/Issue** | **Details of Complaint** | **Risk and/or Opportunity** | **Risk Rating** | **Action Taken** | **Result of Action Taken** |
| **(a)** | **(b)** | **(c)** | **(d)** | **(e)** | **(f)** |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Prepared by: |  |  | |  | | Noted by: | |  |
|  | | |  | |  | |  | | |
| (Signature over Printed Name) | | |  | |  | | (Signature over Printed Name) | | |
| (Designation/Position) | | |  | |  | | (Designation/Position) | | |