

**COMPLAINTS HANDLING PROCESS FLOW**

STEP	COMPLAINANT	AGENCY ACTION	PERSON	OFFICE	DURATION
1. Submission of Complaint	Submit a letter of complaint with attached pertinent documents that may support the claim.	Receive and formally document the complaint			Immediately upon receipt.
2. Evaluation of complaint		Send an acknowledgement letter to the complainant	Accreditation/SMED Officer	SMED/Regional Office	Within 1 working day upon receipt of the complaint
		If filed in the Central Office/Standards Monitoring and Enforcement Division(SMED) Officer, endorse the complaint to the Regional Office concerned.			
3. Show-Cause Order/Notice to Explain		Issue a Show-Cause Order/Notice to Explain to the respondent.	Accreditation Officer	Regional Office	Within three (3) working days upon receipt of complaint.

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		The respondent shall reply to the Show-Cause Order/Notice to Explain within the prescribed period. If no response is received, the DOT Regional Office shall resolve the complaint.	Respondent		Within seven (7) working days upon receipt of the Show-Cause Order/Notice to Explain.
4. Receipt of the Explanation Letter	Prepare reply to the respondent's explanation letter.	Receive, review and evaluate the respondent's explanation letter and provide copy of the same to the complainant.	Accreditation Officer	Regional Office	1 working day upon receipt of the explanation letter.
5. Investigation, Report submission and Resolution recommendation.		<p>Conduct investigation through spot checks, incognito visits, interview, research etc. to verify the veracity of the complaint.</p> <p>A written report, together with a recommended resolution of the complaint shall be submitted on the result of conducted investigation.</p>	Accreditation Officer	Regional Office	Investigation to commence upon receipt of explanation of all parties involved.
6. Recommending Approval of Resolution		Prepare complaint resolution based on the concerned Regional Office's recommendation		Office of Tourism Standards and Regulation	Within 20 days upon receipt of the recommended resolution.

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7. Approval of Resolution		Approve/Deny Resolution	Undersecretary	Tourism Regulation, Coordination and Resource Generation	Within 1 working day upon receipt of recommending approval of the OTSR Director.
8. Release of Resolution to both parties.		<p>Release the resolution to both parties</p> <p>Note: If either of the parties are not amenable to the resolution issued by TRCRG, an appeal may be filed by any party to the Secretary within 15 working days upon receipt of the resolution, otherwise, it will become final and executory.</p>	SMED Officer	Office of Tourism Standards and Regulation	Within 3 days upon approval of resolution.