**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 |  |  |
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| 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** |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
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**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** |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| 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**

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|  |  |  |
| **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)** |
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|  |  |  |  |  |
| **Legend for Rating:** | **3-Very Satisfactory** | **2- Satisfactory** | 1. **Poor**
 |  |

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

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|  | **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** |  |

|  |  |  |  |  |  |
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| 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) |

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| **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 |
|  |   |   |
|  |   |   |
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| Prepared by: |  |  |  | Noted by: |  |
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| (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** |   |   |   |   |   |

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