

PHILIPPINE RETIREMENT AUTHORITY

PROCEDURE:

ADDRESSING CUSTOMER COMPLAINTS

SCHEDULE OF AVAILABILITY OF SERVICE:

Monday to Friday 8:00 am – 5:00 pm

WHO MAY AVAIL SERVICES:

SRRV Member, Spouse/Dependent, Authorized Representative (Relative/Marketer)

DOCUMENTARY REQUIREMENTS:

- a. Written complaint

DURATION OF ACTIVITY:

- Complainant personally visits PRA office - complaint must be resolved on the same day
- Written complaints; to PRA services - within 2 (two) days or depends on the degree of the complaint
- Written complaints; to other Agencies - send communication to concerned agency within 1 (one) day

PROCESS FLOW:

STEP	APPLICANT	SERVICE PROVIDER	PERSON IN CHARGE	FEES	PRA FORM / DOCUMENTS
1	Communicate complaint/s to PRA office either thru written (<i>letter, email</i>) or verbal (<i>personal visit, telephone</i>)	For oral complaints, it must be resolved right away. If the complaint was not resolved, ask the retiree-member to submit their complaint in writing.	Retiree Assistance Officer		
2		For written complaints, verify validity/legitimacy of complaint.	Retiree Assistance Officer		
3		If the complaint is related to services from other agencies, endorse	Retiree Assistance Officer		

STEP	APPLICANT	SERVICE PROVIDER	PERSON IN CHARGE	FEES	PRA FORM / DOCUMENTS
		complaint to agency concerned thru letter then inform complainant about it.			
4		If the complaint is related to PRA services, prepare Incident Report.	Retiree Assistance Officer		Incident Report Form
5		Endorse report and recommendation to Servicing – Div. Chief and RRSC – Dept. Manager	Retiree Assistance Officer		
6		Analyze complaint, recommend action/resolution.	Servicing – Div. Chief and RRSC – Dept. Manager		
7		If it needs further approval, forward recommendation to the GM	Retiree Assistance Officer		
8		Implement action/resolution.	Retiree Assistance Officer		
9	Give feedback about the action done	Get a feedback from the complainant	Retiree Assistance Officer		
10		Document feedback	Retiree Assistance Officer		
11		File necessary documents	Retiree Assistance Officer		
END OF TRANSACTION					

Other Details:

a. Contact information:

- Tel. Nos. (632) 848-1412 to 16
- Fax No. (632) 848-1411
- Email Address – pra.inquiry.com
- Mail Address – 29/F Citibank Tower, Paseo De Roxas, Makati City, 1227, Philippines

b. PRA reserves the right to terminate any complaint or correspondence which is unreasonable/invalid, aggressive or abusive to our staff and services.