

FILING OF COMPLAINT AGAINST A PERSONNEL/PROCESS

Office or Division:	City Building Official			
Classification:	Highly-Technical Transaction			
Type of Transaction:	Citizen to employee			
Who may avail:	Applicant who has a complaint to the Department / Personnel regarding Processing of Permits			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Complaint		Provided by Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Complaint	1.1. Receive the Complaint	None	2 mins.	Admin Aide I
	1.2. Review and validate the Complaint	None	1 day	HR Partner
	1.3. Endorse the complaint to the Department	None	2 mins.	HR Partner

	Head for resolution			
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--- END OF TRANSACTION ---