

## FILING OF COMPLAINT AGAINST A PERSONNEL/PROCESS

<b>Office or Division:</b>	City Building Official			
<b>Classification:</b>	Highly-Technical Transaction			
<b>Type of Transaction:</b>	Citizen to employee			
<b>Who may avail:</b>	Applicant who has a complaint to the Department / Personnel regarding Processing of Permits			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Complaint		Provided by Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 ---