


IMPORTANT NOTE:

THE LOCAL CIVIL REGISTRAR (LCR) MAY REQUIRE ADDITIONAL DOCUMENTS DEPENDING ON THE CLIENT'S CIRCUMSTANCES.

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Accomplish the Customer's Feedback and Complaint Form and drop it at our Feedback Form Dropbox located at our Office window.
How feedback is processed	Feedback and suggestion are consolidated for appropriate action.
How to file a complaint	The client may submit their written complaint to any of the following:  Feedback form Dropbox  City Civil Registry Office
How complaints are processed	Once the complaint is received, it will be evaluated and endorsed to the concerned person for immediate action and reply to the client.
Contact of information of City Civil Registry Department	Call: 137135 Extension no. 268 or 269 Email: ccrdsanjuancity@gmail.com FB Page Messenger: San Juan City Civil Registry Department