

EXTERNAL SERVICES

Sales and Marketing Division

4. Feedbacks and Complaints Mechanism



APO PRODUCTION UNIT, INC.

Who may avail?

General Public

Office in-charge

Sales Department

Type of transaction

G2C - Government to Client
(Complex Transaction)

Checklist of requirements

1) Filled-out Service Form

Secure from:

1. APO Website - <https://apo.gov.ph/contact-us>
2. From the office: 2nd Fl. PIA Building
Visayas Ave, Quezon City, 1128
Trunkline: (+632) 8-282-5309
Fax: (+632) 8-927-6793
Email: sales@apo.gov.ph

Total time duration

Simple Concerns: within 1 working day
Complex Concerns: within 3 working days

CITIZEN'S CHARTER

Feedbacks and Complaints Mechanism

Steps	Action Taken	Fees to be Paid	Processing Time	Person/Office Responsible
	1.1) Receive the complaint/feedback	None	2 hours	Staff at Sales Department
	1.11) For simple inquiries, the Sales Department will answer within one (1) day	None	1 day	Staff at Sales Department
1) Lodge complaint/ feedback through the following:	1.21) For complex concerns, the Sales Department shall send a Memorandum to concerned APO-PUI department for appropriate action.	None		Head of Sales Department
	a. Email b. Phone c. Face-to-face			
	1.22) Concerned APO-PUI Department shall take action on the complaint/feedback.	None	3 days	Concerned Department
	1.23) For complex concerns, update complainant of action taken by the concerned party.	None		Staff at Sales Department
	-- END OF TRANSACTION --			