



Department of Health
SAN LAZARO HOSPITAL

**CITIZEN'S CHARTER
 MANUAL**



DOCUMENT CODE:
 CC - AIDTM – 001
 (CC-DEPAERMENT-
 SERIES NO.)
 REVISION NO.
 0
 DATE EFFECTIVE
 June 1, 2019

DEPARTMENT: LEGAL OFFICE

PROCESS 1: PROCEDURE IN HANDLING COMPLAINTS

Schedule of Services: MONDAY to FRIDAY: 8:00am – 5:00pm

Services Provided to: MCC II, EMPLOYEES, OFFICERS, PATIENTS, CLIENTS

Requirements Needed: VALID COMPLAINT (under oath) AND/OR INCIDENT REPORT BASED ON DOH AO 2015-0048, 2017 RACCS, AND OTHER PERTINENT RULES AND GUIDELINES IN HANDLING COMPLAINTS

Duration: 20 days or more depending on the complexity of the complaint

Step (no.)	Activities (procedure, start with verb, present tense, with direct contact with clients)	Forms (reference link, docs)	Fees	Response Time	Person Responsible
1	Receipt of complaint from MCC II, client, employee, patient - complainant	Valid complaint form, under oath	None	1-5 mins	Legal Office Staff
2	Preliminary Investigation	Valid complaint form, Notice to Appear/ Explain/ Comment	None	5-10 days	Attorney IV/ Investigating Officer/ Legal Office Staff
3	Recommendation submitted to the MCC II for approval	Investigation Report with Recommendation	None	5-10 days	Attorney IV
END OF TRANSACTION					