

## **FEEDBACK and REDRESS MECHANISM**

We greatly value your suggestions and comments regarding our service delivery.

Your feedback may involve our delivery of service or our employee's behavior and other concern/s that you may consider part of good service delivery.

May we know if we have served you by accomplishing our Customer Feedback Form available at the entrance counter of the NEA ground floor lobby and placing it in the drop box.

If you are not satisfied with our service, your verbal/written complaints shall immediately be attended to and may be referred to the appropriate department by our designated HR staff assigned at the Customer Care Assistance Desk.

You may also send your feedback through facsimile at 8929-21-76 or e-mail [hrmd@nea.gov.ph](mailto:hrmd@nea.gov.ph)