




## VI. FEEDBACK AND COMPLAINTS

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<p><b>How to send a feedback?</b></p>	<ul style="list-style-type: none"> <li>Answer the client satisfaction survey form and drop in the CSS box in each office where the transaction occurred.</li> <li>Access customer satisfaction survey form at <a href="http://www.cnu.edu.ph">www.cnu.edu.ph</a> click the dropdown menu on services, swipe for quality assurance then click customer satisfaction survey</li> </ul>  <ul style="list-style-type: none"> <li>If you receive an email from any office of CNU, click the link embedded in the email. See sample below.</li> </ul> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>--- Please help us improve our services by clicking this link to our evaluation form: <a href="https://forms.gle/PhLCrPozF1na57ad8">https://forms.gle/PhLCrPozF1na57ad8</a></p> </div>
<p><b>How feedbacks are processed?</b></p>	<p>Feedbacks received through the various channels are processed in either or combination of the following ways</p> <ol style="list-style-type: none"> <li>Investigation conducted by the quality assurance officer</li> <li>Referral of the complaint to the concerned office and to its higher office</li> <li>Discussion of the concern in the top management review</li> <li>Discussion of the complaint with the university president and the legal office after investigation had been conducted.</li> </ol>
<p><b>How to file complaints?</b></p>	<p>Complaints can be filed in any of the following ways</p> <ol style="list-style-type: none"> <li>Mail complaints to             <ol style="list-style-type: none"> <li><a href="mailto:qa@cnu.edu.ph">qa@cnu.edu.ph</a> (Quality assurance office)</li> <li><a href="mailto:information@cnu.edu.ph">information@cnu.edu.ph</a> (Public Information Office)</li> <li><a href="mailto:pres@cnu.edu.ph">pres@cnu.edu.ph</a> (Office of the University President)</li> </ol> </li> <li>Write a formal complaint and send to             <ol style="list-style-type: none"> <li>Quality assurance office (QA) <a href="mailto:qa@cnu.edu.ph">qa@cnu.edu.ph</a></li> <li>Public Information Office <a href="mailto:info@cnu.edu.ph">info@cnu.edu.ph</a></li> </ol> </li> <li>Complaints can also be filed via landline Contact number/s Trunk Line (032) 253 – 7915; (032) 254 – 1452; (032) 254 – 6814 Local Number: QA – 157 PIO – 115</li> </ol>



	<p>Required information for valid complaints</p> <ul style="list-style-type: none"><li>• Name of the person being complained</li><li>• Description of the incident</li><li>• Evidence</li><li>• Name of the complainant</li></ul> <p>For inquiries and follow up, the client may call the office catering to his/her complaint (office where complaint was initially received)</p>
<p><b>How complaints are processed?</b></p>	<ol style="list-style-type: none"><li>1. The complaint received will be evaluated by the complaint officer.<ol style="list-style-type: none"><li>1.1. Complaints received by the QA office will be transmitted to the university complaint officer</li><li>1.2. Complaints received by the PIO will be transmitted to the QA office</li></ol></li><li>2. A copy of the complaint will be furnished to the concerned office/party.</li><li>3. An investigation into the complaint will be conducted by the complaint officer</li><li>4. Complaint officer makes recommendations for action into the complaint to the<ol style="list-style-type: none"><li>4.1. VP – administration for complaints concerning administrative transactions</li><li>4.2. VP – academics for academic concerns</li><li>4.3. VP REP – for research and extension concerns</li></ol></li></ol>
<p><b>Contact information of ARTA, PCC, CSC</b></p>	<p><b>Anti – Red Tape Authority</b> Email: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> Landline: (02) 478-5091   478-5099</p> <p><b>Presidential Complaints Center (PCC)</b> Email: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> Landline: (02) 8-736-8645, 8-736-8603, 8-736-8606, 8-736-8629, 8-736-8621, Telefax: (02) 8-736-8621</p> <p><b>Civil Service Commission (CSC) – Contact Center ng Bayan</b> Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Hotline: (02)932-0111 Text CSC: 0917-8398272</p>



## VII. LIST OF OFFICES

<b>Office</b>	<b>Address</b>	<b>Contact Information</b>
Office of the University President	Administration Building Osmeña Blvd, Cebu City	Direct: (032) 253-9611 Trunk Line: (032) 253 – 7915; (032) 254 – 1452; (032) 254 – 6814 Local: 100/101 Email: <a href="mailto:pres@cnu.edu.ph">pres@cnu.edu.ph</a>
Public Information Office	Osmeña Blvd, Cebu City	Direct: (032) 253 8156 Trunk Line: (032) 253 – 7915; (032) 254 – 1452; (032) 254 – 6814 Local: 115 Email: <a href="mailto:info@cnu.edu.ph">info@cnu.edu.ph</a>
Vice President for Academic Affairs	Administration Building Osmeña Blvd, Cebu City	Trunk Line: (032) 253 – 7915; (032) 254 – 1452; (032) 254 – 6814 Local: 128 Email: <a href="mailto:vpacademic@cnu.edu.ph">vpacademic@cnu.edu.ph</a>
Vice President for Administration	Administration Building Osmeña Blvd, Cebu City	Trunk Line: (032) 253 – 7915; (032) 254 – 1452; (032) 254 – 6814 Local: 132 Email: <a href="mailto:vpadmin@cnu.edu.ph">vpadmin@cnu.edu.ph</a>
Vice President for Research, Extension and Publication	Administration Building Osmeña Blvd, Cebu City	Trunk Line: (032) 253 – 7915; (032) 254 – 1452; (032) 254 – 6814 Local: 127 Email: <a href="mailto:vpprep@cnu.edu.ph">vpprep@cnu.edu.ph</a>
Chief Administrative Officer – Administration	Administration Building Osmeña Blvd, Cebu City	Trunk Line: (032) 253 – 7915; (032) 254 – 1452; (032) 254 – 6814 Local: 132 Email: <a href="mailto:caoadmin@cnu.edu.ph">caoadmin@cnu.edu.ph</a>
Alumni Affairs	TAC Building Osmeña Blvd, Cebu City	Trunk Line: (032) 253 – 7915; (032) 254 – 1452; (032) 254 – 6814 Local: 175 Email: <a href="mailto:alumni@cnu.edu.ph">alumni@cnu.edu.ph</a>
Quality Assurance	TAC Building Osmeña Blvd, Cebu City	Trunk Line: (032) 253 – 7915; (032) 254 – 1452; (032) 254 – 6814 Local: 157 Email: <a href="mailto:ga@cnu.edu.ph">ga@cnu.edu.ph</a>



Planning and Development	TAC Building Osmeña Blvd, Cebu City	Trunk Line: (032) 253 – 7915; (032) 254 – 1452; (032) 254 – 6814 Local: 148 Email: <a href="mailto:plandev@cnu.edu.ph">plandev@cnu.edu.ph</a>
College of Teacher Education	CTE Building Osmeña Blvd, Cebu City	Trunk Line: (032) 253 – 7915; (032) 254 – 1452; (032) 254 – 6814 Local: 144 Email: <a href="mailto:cte@cnu.edu.ph">cte@cnu.edu.ph</a>
College of Arts and Sciences	Administration Building Osmeña Blvd, Cebu City	Trunk Line: (032) 253 – 7915; (032) 254 – 1452; (032) 254 – 6814 Local: 140 Email: <a href="mailto:cnucas@cnu.edu.ph">cnucas@cnu.edu.ph</a>
College of Nursing	CN Building Osmeña Blvd, Cebu City	Direct: (032) 254 4837 Email: <a href="mailto:cn@cnu.edu.ph">cn@cnu.edu.ph</a>
College of Medicine	VSMCC Building Osmeña Blvd, Cebu City	Direct: (032) 263 5340 Email: <a href="mailto:cnuvsmccm@cnu.edu.ph">cnuvsmccm@cnu.edu.ph</a>
Office of Student Affairs	TAC Building Osmeña Blvd, Cebu City	Trunk Line: (032) 253 – 7915; (032) 254 – 1452; (032) 254 – 6814 Local: 151 Email: <a href="mailto:osa@cnu.edu.ph">osa@cnu.edu.ph</a>
Integrated Laboratory School	ILS Building Osmeña Blvd, Cebu City	Trunk Line: (032) 253 – 7915; (032) 254 – 1452; (032) 254 – 6814 Local: 182 Email: <a href="mailto:ils@cnu.edu.ph">ils@cnu.edu.ph</a>
CNU Medellin Campus	Medellin, Cebu	Direct: (032) 436-2029 Email: <a href="mailto:medellincampus@cnu.edu.ph">medellincampus@cnu.edu.ph</a>
CNU Balamban Campus	Balamban, Cebu	Direct: (032) 354 6460 Email: <a href="mailto:balambancampus@cnu.edu.ph">balambancampus@cnu.edu.ph</a>
Center for Research and Development	Administration Building Osmeña Blvd, Cebu City	Trunk Line: (032) 253 – 7915; (032) 254 – 1452; (032) 254 – 6814 Local: 127 Email: <a href="mailto:crd@cnu.edu.ph">crd@cnu.edu.ph</a>



External Affairs and International Linkages	Administration Building Osmeña Blvd, Cebu City	Trunk Line: (032) 253 – 7915; (032) 254 – 1452; (032) 254 – 6814  Local: 125 Email: <a href="mailto:international.linkages@cnu.edu.ph">international.linkages@cnu.edu.ph</a>
Income Generating Project	CTE Building Osmeña Blvd, Cebu City	Trunk Line: (032) 253 – 7915; (032) 254 – 1452; (032) 254 – 6814  Local: 119 Email: <a href="mailto:igp@cnu.edu.ph">igp@cnu.edu.ph</a>
Center for Testing and Evaluation	TAC Building Osmeña Blvd, Cebu City	Trunk Line: (032) 253 – 7915; (032) 254 – 1452; (032) 254 – 6814  Local: 150 Email: <a href="mailto:testing@cnu.edu.ph">testing@cnu.edu.ph</a>
Chief Security Office	Osmeña Blvd, Cebu City	Email: <a href="mailto:chiefsecurity@cnu.edu.ph">chiefsecurity@cnu.edu.ph</a>
Disaster Risk Reduction Management and Transport Operations Office	Osmeña Blvd, Cebu City	Email: <a href="mailto:drmo@cnu.edu.ph">drmo@cnu.edu.ph</a>
University Secretary and Executive Assistant	Administration Building Osmeña Blvd, Cebu City	Direct: (032) 236-9795 Trunk Line: (032) 253 – 7915; (032) 254 – 1452; (032) 254 – 6814  Local: 199 Email: <a href="mailto:sec@cnu.edu.ph">sec@cnu.edu.ph</a>
Finance Management Office	Administration Building Osmeña Blvd, Cebu City	Direct: (032) 253-8072 Trunk Line: (032) 253 – 7915; (032) 254 – 1452; (032) 254 – 6814  Local: 129/130 Email: <a href="mailto:accountant@cnu.edu.ph">accountant@cnu.edu.ph</a>
General Services Office	Sentro ng Wika Building Osmeña Blvd, Cebu City	Trunk Line: (032) 253 – 7915; (032) 254 – 1452; (032) 254 – 6814  Local: 111 Email: <a href="mailto:engineer@cnu.edu.ph">engineer@cnu.edu.ph</a>
Human Resource Management Office	Administration Building Osmeña Blvd, Cebu City	Direct: (032) 253-6223 Trunk Line: (032) 253 – 7915; (032) 254 – 1452; (032) 254 – 6814  Local: 126 Email: <a href="mailto:hrmo@cnu.edu.ph">hrmo@cnu.edu.ph</a>



University Registrar	Administration Building Osmeña Blvd, Cebu City	Trunk Line: (032) 253 – 7915; (032) 254 – 1452; (032) 254 – 6814 Local: 134 Email: <a href="mailto:registrar@cnu.edu.ph">registrar@cnu.edu.ph</a>
University Supply Office	Administration Building Osmeña Blvd, Cebu City	Direct: (032) 254-6813 Trunk Line: (032) 253 – 7915; (032) 254 – 1452; (032) 254 – 6814 Local: 131 Email: <a href="mailto:supplyofficer@cnu.edu.ph">supplyofficer@cnu.edu.ph</a>
Information and Communication Technology Office	TAC Building Osmeña Blvd, Cebu City	Trunk Line: (032) 253 – 7915; (032) 254 – 1452; (032) 254 – 6814 Local: 0/181/187 Email: <a href="mailto:icto@cnu.edu.ph">icto@cnu.edu.ph</a>
University Medical and Dental Services	TAC Building Osmeña Blvd, Cebu City	Email: <a href="mailto:clinic@cnu.edu.ph">clinic@cnu.edu.ph</a>