

FRONTLINE SERVICE:	LEGAL ASSISTANCE	
OFFICE/LOCATION:	Legal Assistance Division (LAD), 4 th Floor	
CLIENTS/CUSTOMERS:	Overseas Filipino Workers-Complainants	
DOCUMENTARY REQUIREMENTS:	<ol style="list-style-type: none"> 1. OFW Record 2. Verification Form 	
FEES:	None	
PROCEDURES:		PERSON IN CHARGE
Step 1:	Get verification form from the Guard on Duty at the 4 th Floor and fill-up the form.	Guard on Duty
Step 2:	Submit accomplished form at Window 3, Licensing Branch (LB), 4 th Floor, for verification of status of agency/persons. Deployed workers must secure OFW Information Sheet from the Central Records Division at the 6 th Floor.	LB Verification Officer Records Officer
Step 3:	Submit duly verified form/OFW Information Sheet to the Legal Assistance Division (LAD) Legal Officer and wait for your name to be called.	Legal Officer
Step 4:	When your name is called, proceed to the table of the designated Legal Officer for counseling or legal assistance in the preparation or filling-up of a complaint form.	Legal Officer
Step 5:	Submit duly accomplished complaint form to the LAD Legal Officer and swear under oath as to the truthfulness of the facts contained in the complaint.	Legal Officer
Step 6:	You may file the complaint at the Conciliation Unit, 2 nd Floor, if proper for conciliation or at the Docket and Enforcement Division, 3 rd Floor.	Receiving/Docket Officer
PROCESS CYCLE TIME:		

Feedback and Redress Mechanism

Please let us know how we have served you by doing any of the following:

- Accomplish our Feedback Forms and put in the drop boxes located at the POEA lobby and offices.
- Send your feedback through e-mail info@poea.gov.ph. Your feedback shall be forwarded to the departments concerned for prompt action.
- Talk to the Division Chief/Manager of the concerned POEA Office/department.

THANK YOU for helping us continuously improve our services.



CITIZENS FEEDBACK FORM

We would like to serve you better.

Please let us know how we have served you.

Layunin po naming paglingkuran kayo nang maayos.

Sabihin po ninyo kung paano pa namin kayo mapapaglingkuran ng lubos.

Please check appropriate box. Thank you.

Paki-tsek. Salamat po.





Nasiyahan Ako



Hindi Ako Nasiyahan

Person(s)/Unit/Office Visited [*Tao/pangkat/tanggapan na nagbigay ng serbisyo*]:

Service Requested [*Serbisyong Hiningi*]

Please check if Yes or No <i>Paki-tsek po kung Oo o Hindi</i>	 Yes	 No
Promptly served? <i>Inasikaso po ba kayo agad?</i>		
Courteously served? <i>Magalang po ba ang pag-asikaso sa inyo?</i>		
Got services you requested on time? <i>Nakuha po ba ang serbisyong hiningi sa tinakdang oras?</i>		

Recommendation(s)/Suggestion(s)/Desired Action from our Office.

[Rekomendasyon/Mungkahi/Nais na aksiyon mula sa aming tanggapan Maaaring pong gamitin ang likurang bahagi para sa karagdagang komento o mungkahi]

Name [*Pangalan*]: _____

Office/Agency (*Tanggapan/Ahensya*): _____

Address [*Tirahan*]: _____

Contact Number(s) (*Telepono/Cellphone*): _____

E-mail Address (if any) _____ Signature [*Lagda*] _____

You may contact us through: E-mail: info@poea.gov.ph Tel no. 7221144 / 7221155

Please drop the filled up form in our designated box

[Pakihulog po itong form sa aming kahon]

Maraming salamat po...