

The SEDP-Simbag Complaint Mechanism



SEDP-Simbag Sa Pag-Asenso, Inc. (A Microfinance NGO)
The Chancery, Cathedral Compound, Albay District
Legazpi City 4500, Philippines

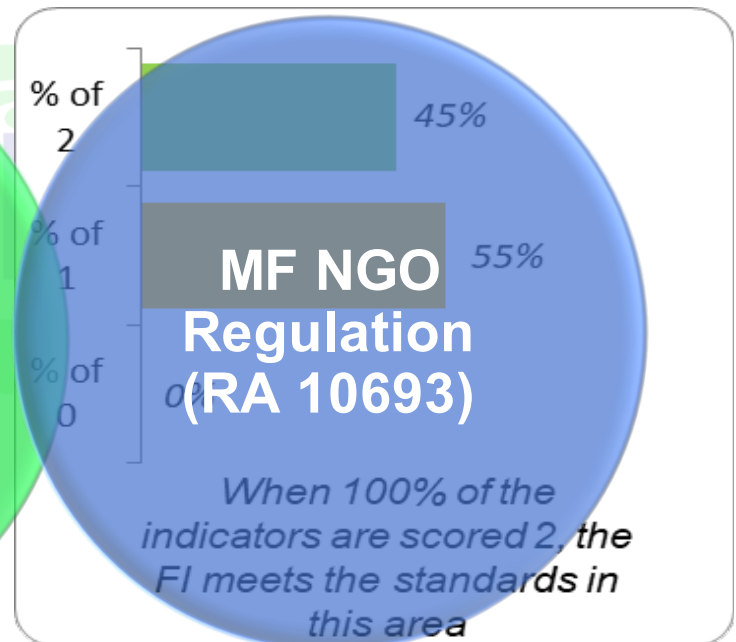




Background

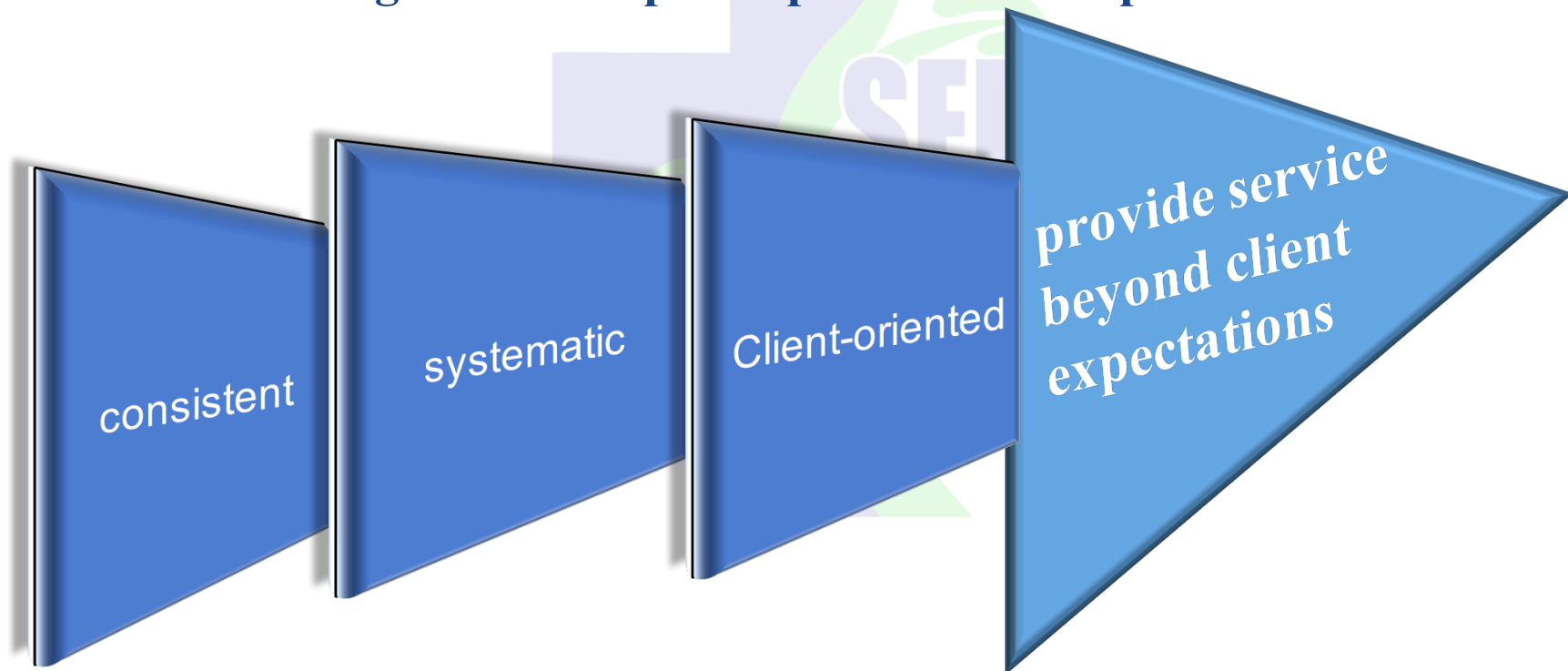
Center/Area Officers Meetings, house visits of Managers are the traditional practices/venue for the clients to elevate complaints

Assessment result of the traditional practices motivated SEDP-Simbag to review and institutionalize its complaint mechanism



Objective

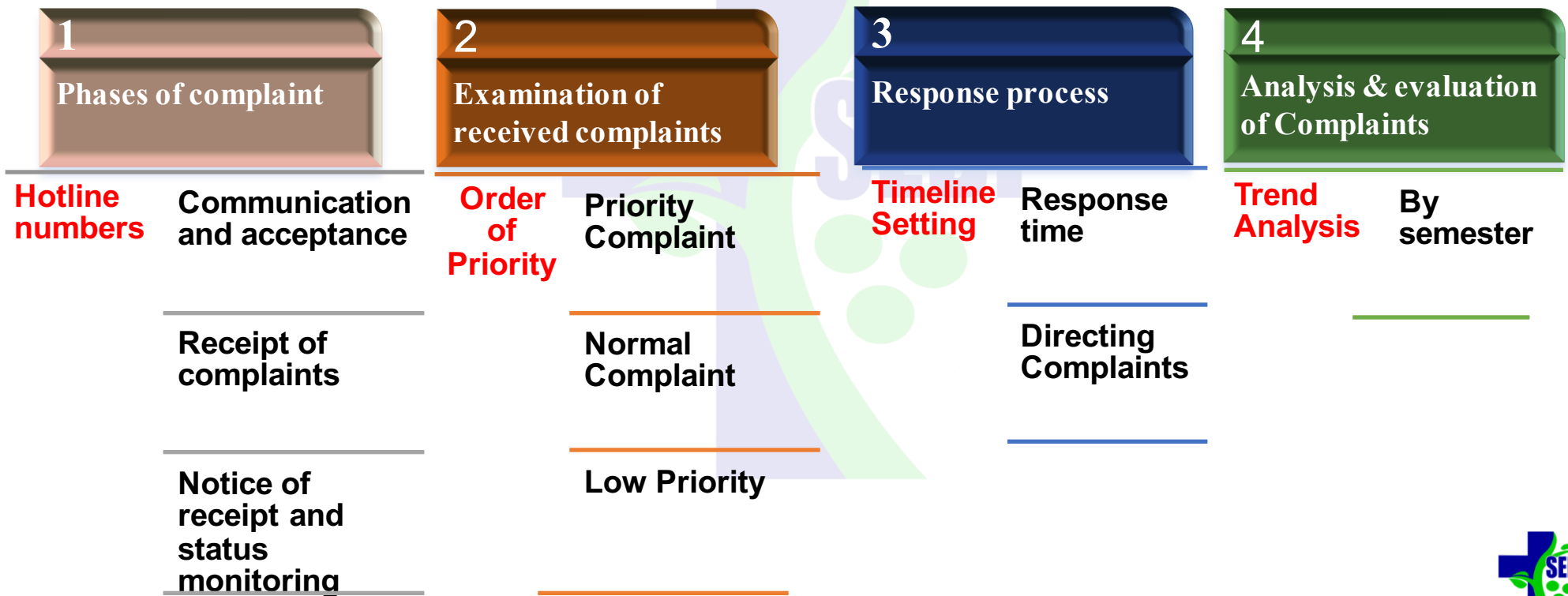
To have an organized complaint process and response mechanism.





- ✓ A means for improvement and development
- ✓ An opportunity to remove barriers in the delivery of products and services
- ✓focus on the solution

Scope

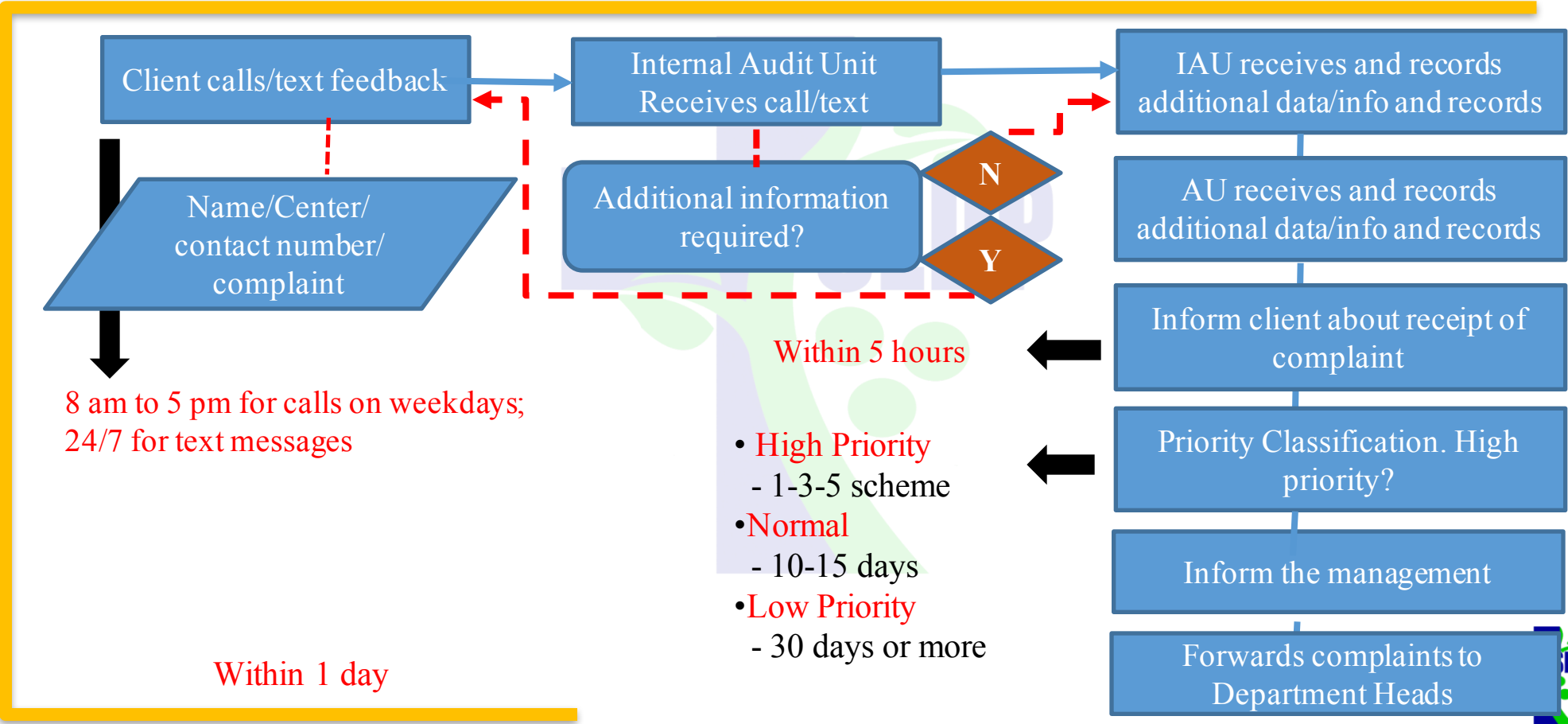


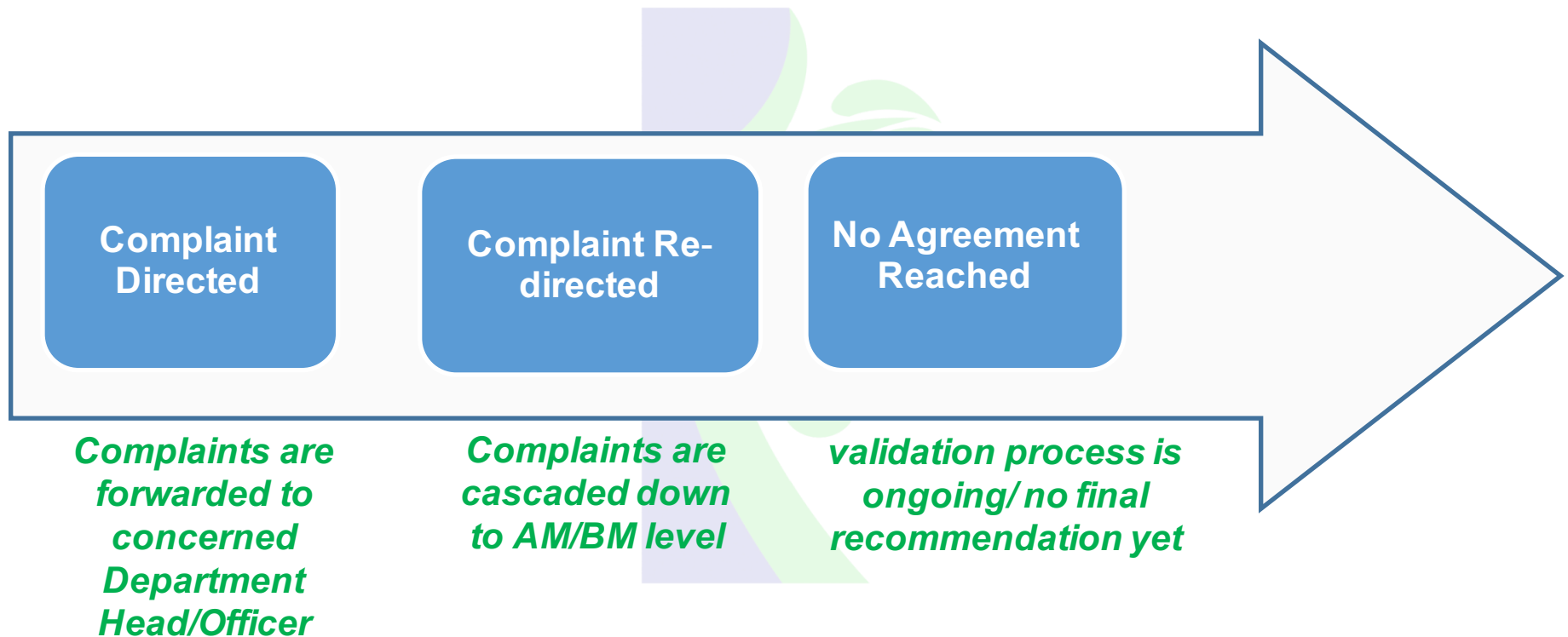
Target

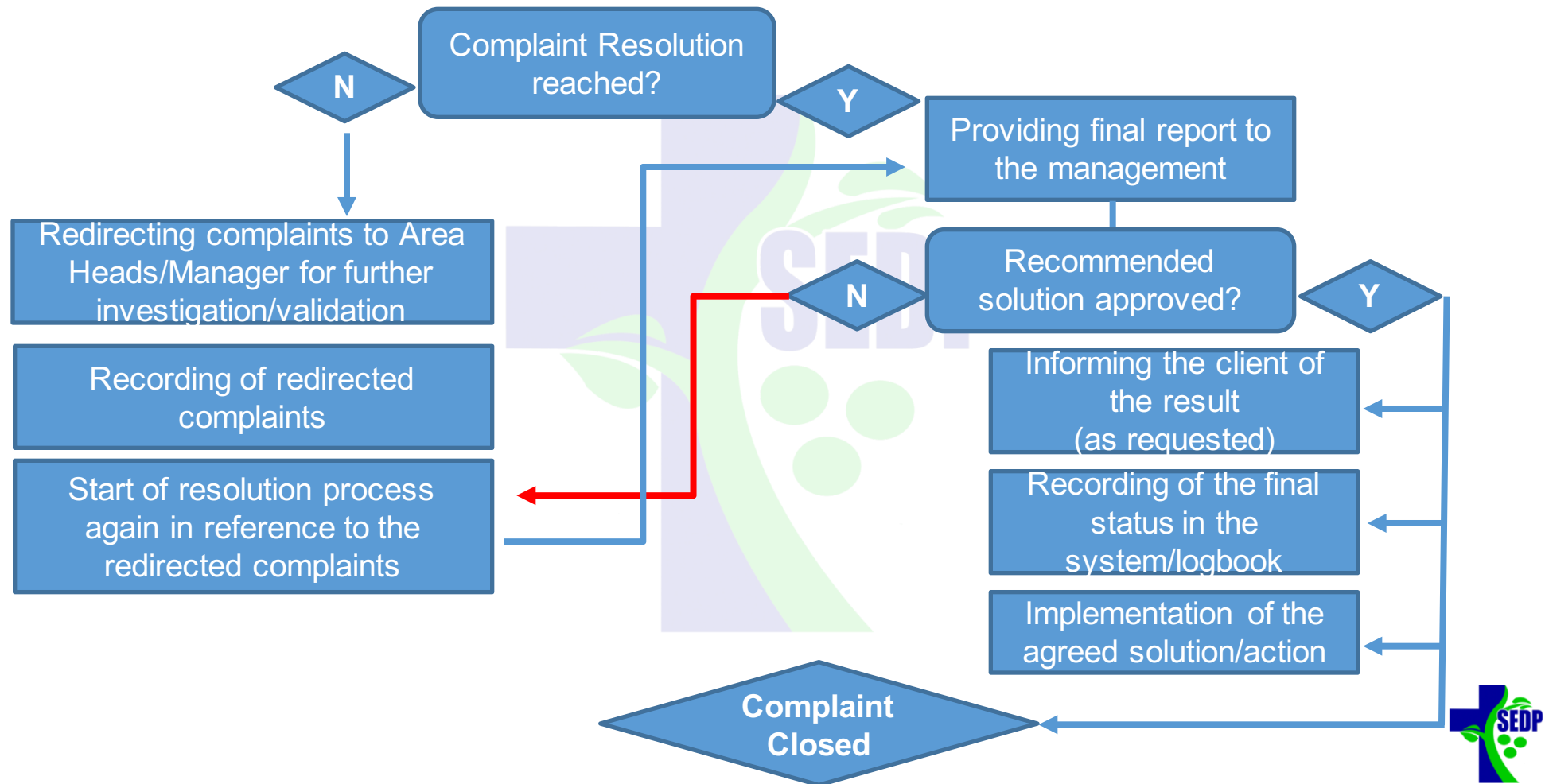
Determine ways of improvement and development in the micro financing process and take necessary actions accordingly

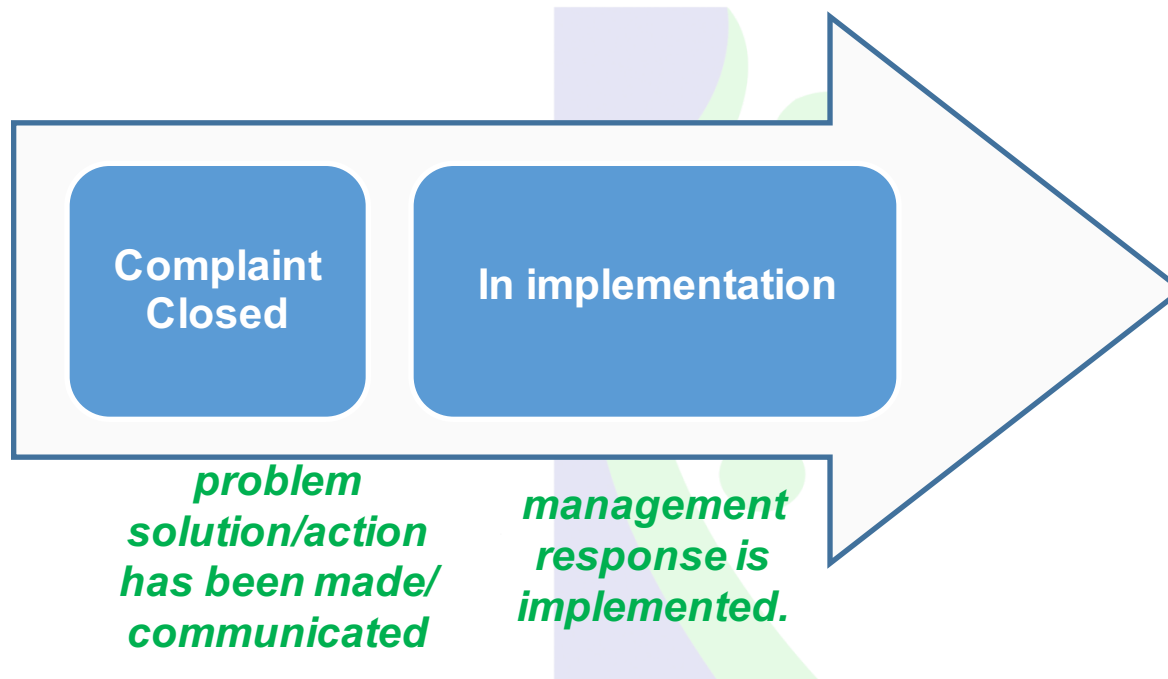


Process flow









Our communication system..

Discussion to department/units, districts/branches thru meetings

Provision to each member an individual kit of all brochures/leaflets

SEDP forms/physical evidences shall contain the hotline number

SEDP SUMBONG/REKLAMO HOTLINE

**May REKLAMO ka ba?
TAWAG na!**

Bawat sumbong mo, aksyon agad!

TAWAG LANG PO O MAG TEXT SA MGA SUMUSUNOD NA NUMERO :

**COMPLAINT HOTLINE/
CUSTOMER CARE:**

*2nd District Albay plus
Sorsogon, Masbate,
Catarman:*

GLOBE#
09952753615

SMART#
09215311454

TEXT FORMAT

Name: _____
Center: _____
Branch: _____
Contact No.: _____
Complaint: _____

The HOTLINE service is open 24/7 for text messages and 8:00 am to 5:00 pm for calls.

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www.sedp.ph



Challenge to SEDP-Simbag

Slow process of shifting of clients from the traditional communication of complaint that resulted to having thin data for analysis for the first 6 months of implementation

Strengthening further of communication strategies to clients is the best way forward to improve the complaint and resolution process



We'll be glad to hear feedback...
Thank you!

