



### CUSTOMER'S COMPLAINTS/FEEDBACK REPORT

Line 1 \_\_\_\_\_ Station  
Line 2 \_\_\_\_\_ Station

Part I (To be filled-up by passenger/complainant)

Full Name: \_\_\_\_\_ Contact Number : \_\_\_\_\_  
Address: \_\_\_\_\_ Email Address: (if any) \_\_\_\_\_  
\_\_\_\_\_

#### COMPLAINT DETAILS

Who: \_\_\_\_\_ When: \_\_\_\_\_  
*(Employee's Name and Designation)* *(Date and Time of Incident)*

Where: \_\_\_\_\_ What: \_\_\_\_\_  
*(Place of Incident – Northbound or Southbound/Eastbound or Westbound)* *(Incident/Subject-Specific)*

#### OTHER DETAILS

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Part II (To be filled-up by PRD Personnel)

Received by: \_\_\_\_\_ Date and Time: \_\_\_\_\_ Station: \_\_\_\_\_  
*(Printed Name/Designation)*

**A. Nature of Complaint:**

- Frontline Service (FS)     System (SY)     Policy (PC)     Procedural (PR)     Tangible (Infra)

**B. Mode of Complaint:**

- Walk-In (WI)     Phone-In (PI)     E-mail (EM)     Suggestion Box (SB)     Text (SMS)

**C. Validation of Complaint:**

VALID COMPLAINT

Referred to : \_\_\_\_\_  
*(Concerned Department/Division)*

Date of Referral: \_\_\_\_\_

INVALID COMPLAINT

Reason/s: \_\_\_\_\_

Date of Notification to Passenger (if applicable): \_\_\_\_\_

**D. Action taken by PRD Personnel:**

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Noted by: \_\_\_\_\_



## INSTRUCTIONS FOR FILLING UP THE CUSTOMER'S COMPLAINTS/FEEDBACK REPORT (CCFR) FORM

You have two options in filing a complaint/feedback using the CCFR form:

1. Fill-up the CCFR form, save the file, and email it to [pro\\_lрта@yahoo.com](mailto:pro_lрта@yahoo.com); or
2. Print the CCFR form, fill it up and submit to any of the Public Relations Office located at Monumento, Central and Baclaran Terminal.

1. Fill-up the CCFR form properly.
2. **PART I** of the CCFR form is to be *filled-up by the complainant/passenger*.
3. Identify whether the incident occurred at LRT-Line 1 or Line 2. Click on the button and specify the station.
4. Provide your name, address, contact number/s (mobile/landline) and e-mail address.
  - **Contact number and/or e-mail address is necessary for us to inform you on the status of your complaint particularly when a clarificatory meeting or confrontation is requested by the complainant and/or concerned offices.**
5. On filling-up the details of complaint/feedback:

WHO :	LRTA employee/personnel being complained. <ul style="list-style-type: none"><li>• For unnamed train driver, please specify the LRV number or train body number</li></ul>
WHERE :	Place of incident specifically the station and whether: <ul style="list-style-type: none"><li>• For Line 1, Northbound (going to Roosevelt) or Southbound (going to Baclaran)</li><li>• For Line 2, Eastbound (going to Santolan) or Westbound (going to Recto)</li></ul>
WHEN :	Exact date and time of incident
WHAT :	Specific subject of complaint
6. For more detailed information about the complaint, such as conversation between the two parties or narration of the incident, fill-up the space on the **OTHER DETAILS**.
7. **PART II** of the CCFR form will be *filled-up by the PRD Personnel* once the complaint/feedback is received.
8. Upon receipt of the CCFR, an acknowledgement will be sent (*depending on the contact information given by the complainant/passenger*) by the PRD personnel of LRTA and complaint will be forwarded to the concerned offices for appropriate action.
9. If a clarificatory meeting is necessary, PR staff will inform complainant of the schedule through the contact number/s provided.
10. Complainant will also be informed of action taken on his complaint through his contact number as soon as the same is resolved.