



COMPLAINTS FORM

This objective of this complaint form is to ensure that the National Recovery Program Bureau handles complaints fairly, efficiently and effectively. The Bureau aims to provide quick and effective resolution to concerns and complaints.

Our complaint procedure intends to:

1. respond to complaints in a timely and cost-effective way
2. boost public confidence in our work and administrative processes, and
3. enhance and give a quality impulse to our products and services.

Filing this complaint is free of charge.

Personal and contact information

Please provide your EMAIL ADDRESS:

Please provide your FIRST and LAST name:

Please provide your PHONE NUMBER (this should be a number were can reach you, if needed):

Please provide your ADDRESS:

Information about the complaint

When did the issue you are complaining about take place? (mm/dd/yyyy)

What is the nature of your complaint?

- I have a complaint regarding a staff of NRPB
- I have a complaint regarding a service provided by NRPB
- I have a complaint regarding a product from NRPB
- Other:

Please describe what happened.

Did the occurrence lead to any damage to your property?

- Yes
- No

If the occurrence led to any damage to your property, please attach pictures to document the damage (maximum of three pictures).