



ANGAT Negosyo
ASENSO Trabaho
ALAGANG Konsyumer
Para Sa Bagong Pilipinas



PAB Ad 2024-08

ADVISORY

TO : PAB Stakeholders

FROM : James E. Empeño
Director IV, PAB

DATE : 26 June 2024

SUBJECT : PAB's Procedure for Handling of Complaints

Please be informed that PAB has a procedure for handling of complaints (PAB/P09) available for reference on PAB's website at <https://www.dti.gov.ph/pab/resources/procedure-for-appeals-complaints/>.

This procedure covers the following steps:

- **Confirming Complaint Relevance:** Verifying if the complaint pertains to accreditation activities for which PAB is responsible.
- **Initial Handling by Accredited CAB:** Ensuring that complaints concerning an accredited Conformity Assessment Body (CAB) are first addressed by the CAB, where appropriate.
- **Process Description:**
 - Receiving the complaint.
 - Validating the complaint.
 - Investigating the complaint.
 - Deciding on actions in response to the complaint.
- **Tracking and Recording:** Keeping records of complaints and the actions taken to resolve them.
- **Timely Action:** Ensuring that appropriate actions are taken promptly.
- **Acknowledgment and Updates:** Acknowledging receipt of the complaint and providing the complainant with progress reports and the final outcome.
- **Formal Notice:** Providing the complainant with formal notice upon completion of the complaint handling process.

If you have any clarifications or need further assistance, please contact us at:

- Telephone: 8895-3995, 8890-4688
- Email: pab@dti.gov.ph

Thank you for your attention to this matter.

PHILIPPINE ACCREDITATION BUREAU