



VI. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Drop in the suggestion box located at the lobby of LANDBANK Branches/Customer Care Desks</p> <p>Customer Care Hotline: (632) 8-405-7000 1-800-10-405-7000</p> <p>Social Networking Sites: Facebook: https://www.facebook.com/landbankofficial Twitter: @LBP_official</p> <p>Customer Care Mail: Online: https://www.landbank.com/contact-us Email: customercare@mail.landbank.com Letter: 32F LANDBANK Plaza, 1598 M.H. Del Pilar corner Dr. J. Quintos Streets, Malate, Manila</p>
How feedbacks are processed	<p>Branch Officer opens daily the suggestion box and compiles and records all feedback submitted.</p> <p>Feedbacks received through telephone, mail, online messages, and e-mail are immediately referred to the unit concerned for appropriate action.</p> <p>Feedback requiring answers are addressed immediately upon receipt of the feedback, and the answer of the office is then relayed to the citizen.</p>



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<p>How to file a complaint</p>	<p>File the complaint via the Customer Care Desk located at all LANDBANK Customer-Facing Units.</p> <p>Customer Care Hotline: (632) 8-405-7000 1-800-10-405-7000</p> <p>Social Networking Sites: Facebook: https://www.facebook.com/landbankofficial Twitter: @LBP_official</p> <p>Customer Care Mail: Online: https://www.landbank.com/contact-us Email: customercare@mail.landbank.com Letter: 32F LANDBANK Plaza, 1598 M.H. Del Pilar corner Dr. J. Quintos Streets, Malate, Manila</p> <p>Complaints can be filed via telephone, mail, online messages, and e-mail. Make sure to provide the following information:</p> <ul style="list-style-type: none">- Name of person filing the complaint- Details of the Complaint- Other supporting evidence, if any
<p>How complaints are processed</p>	<p>Complaints received through telephone, mail, online messages, and e-mail are immediately referred to the unit concerned for appropriate action.</p> <p>Upon receipt of the complaint, Unit concerned shall start the investigation and coordinate with other units/external parties, if necessary.</p> <p>Client shall be informed of the result of investigation, via e-mail, text message, letter or call report, within 48 hours upon completion of investigation/updating of case status as resolved/closed.</p>



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<p><i>How complaints are processed cont.</i></p>	<p>Complaint shall be classified as to its nature and category to determine handling and resolution period, as follows:</p> <table border="1" data-bbox="659 457 1393 1186"> <thead> <tr> <th data-bbox="659 457 922 506">Nature</th> <th data-bbox="922 457 1393 506">Category</th> </tr> </thead> <tbody> <tr> <td data-bbox="659 506 922 1186"> <ul style="list-style-type: none"> • Product/Service-Related • Transaction-Related • Process-Related • Fraud-Related • Employee-Related • Legal Matters </td> <td data-bbox="922 506 1393 1186"> <ul style="list-style-type: none"> • Simple – within the day or within seven (7) calendar days • Complex (<i>needs further assessment, verification, investigation or third-party intervention</i>) – within 45 calendar days or as prescribed by regulatory agencies <p><i>Note: The declared timeline for resolution shall reckon from the date of submission/provision of complete information/documents.</i></p> </td> </tr> </tbody> </table>	Nature	Category	<ul style="list-style-type: none"> • Product/Service-Related • Transaction-Related • Process-Related • Fraud-Related • Employee-Related • Legal Matters 	<ul style="list-style-type: none"> • Simple – within the day or within seven (7) calendar days • Complex (<i>needs further assessment, verification, investigation or third-party intervention</i>) – within 45 calendar days or as prescribed by regulatory agencies <p><i>Note: The declared timeline for resolution shall reckon from the date of submission/provision of complete information/documents.</i></p>
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<p>Contact Information of CCB, PCC, ARTA, BSP</p>	<p>ARTA: complaints@arta.gov.ph (02) 8478-5091 (02) 8478-5093</p> <p>PCC: pcc@malacanang.gov.ph +63(2) 8888</p> <p>CCB: 0908-881-6565 (SMS) email@contactcenterngbayan.gov.ph</p> <p>BSP: consumeraffairs@bsp.gov.ph</p>				