Handling of Stakeholders' Complaints

Tourism Promotions Board (TPB) recognizes that stakeholders are vital for the continuous improvement of the organization. All information regarding the organization, including reports, activities and company milestones are made available to the public through its website. TPB also values stakeholder complaints and sees it as an opportunity for growth. Thus, it has dedicated a system procedure for handling stakeholder's complaints effectively.

Stakeholder complaints may be sent in the form of letter, email, phone call, participants' satisfaction survey or post event evaluation through the following channels:

Contact Person:

Joselito V. Gregorio

Public Relations Officer

Email: joji_gregorio@tpb.gov.ph Trunkline: +63 2 5259318 to 27

Company Address: 4th floor, Legaspi Towers 300, Roxas Boulevard, Manila, 1004

Below is a quick summary of how TPB handles stakeholders' complaint:

Receive Complaint (e.g letter, email, phone call, survey)

Log the complaint on the Monitoring Logsheet Sends an Acknowledgement Letter to the stakeholder

Evaluation of the nature of the complaint Referral of the complaint to the concerned department

Determination of the Root Cause of the complaint and formulate Corrective Action

Recording of the results of the corrective action

Analysis of the results of the corrective action to the complaint

Maintenance of all records in accordance with the Control of Records Procedure