

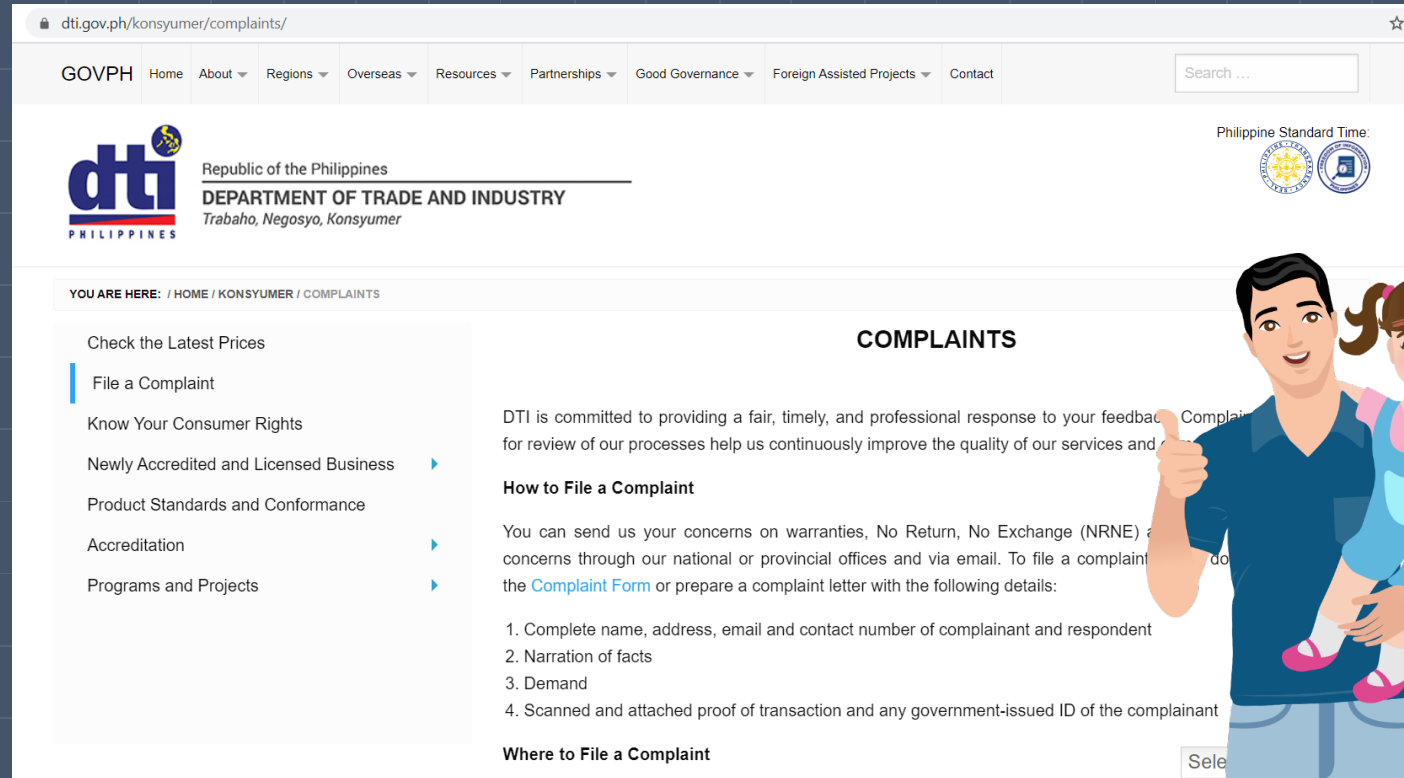
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COMPLAINTS HANDLING IN THE PHILIPPINES

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Where and how does the government receive consumer complaints?



Walk-in and/or email

Where and how does the government receive consumer complaints?

Due to limitations on physical movement that are imposed amidst the pandemic, more Filipinos are now using digital channels to conduct transactions. Thus, the shift to online transactions necessitates the adoption of receiving complaints via email. If not under the jurisdiction of the DTI, received complaint/s will be endorsed to the appropriate govt agency/ies.

What kind of complaints have increased at the height of COVID-19?

NATURE OF COMPLAINT	
Poor Customer Service	
Advertising and Sales Promotion	
Consumer Product Quality and Safety	
Consumer Product and Service Warranties	
Deceptive Unfair or Unconscionable Sales Act or Practices	
Liability for Product and Service Imperfection (defective)	
Travel Package	
Price Act	
Disputed billings	
Poor internet connection	

1st

2nd



DTI Consumer Complaints Handling

FILING OF COMPLAINTS

1-384
Consumer Care Hotline



ConsumerCare@dti.gov.ph
fteb@dti.gov.ph



Snail Mail



0917.8343330 (SMS)



Complaints go thru the process of:

- Mediation and/or
- Adjudication

Redress under the E-Commerce Act

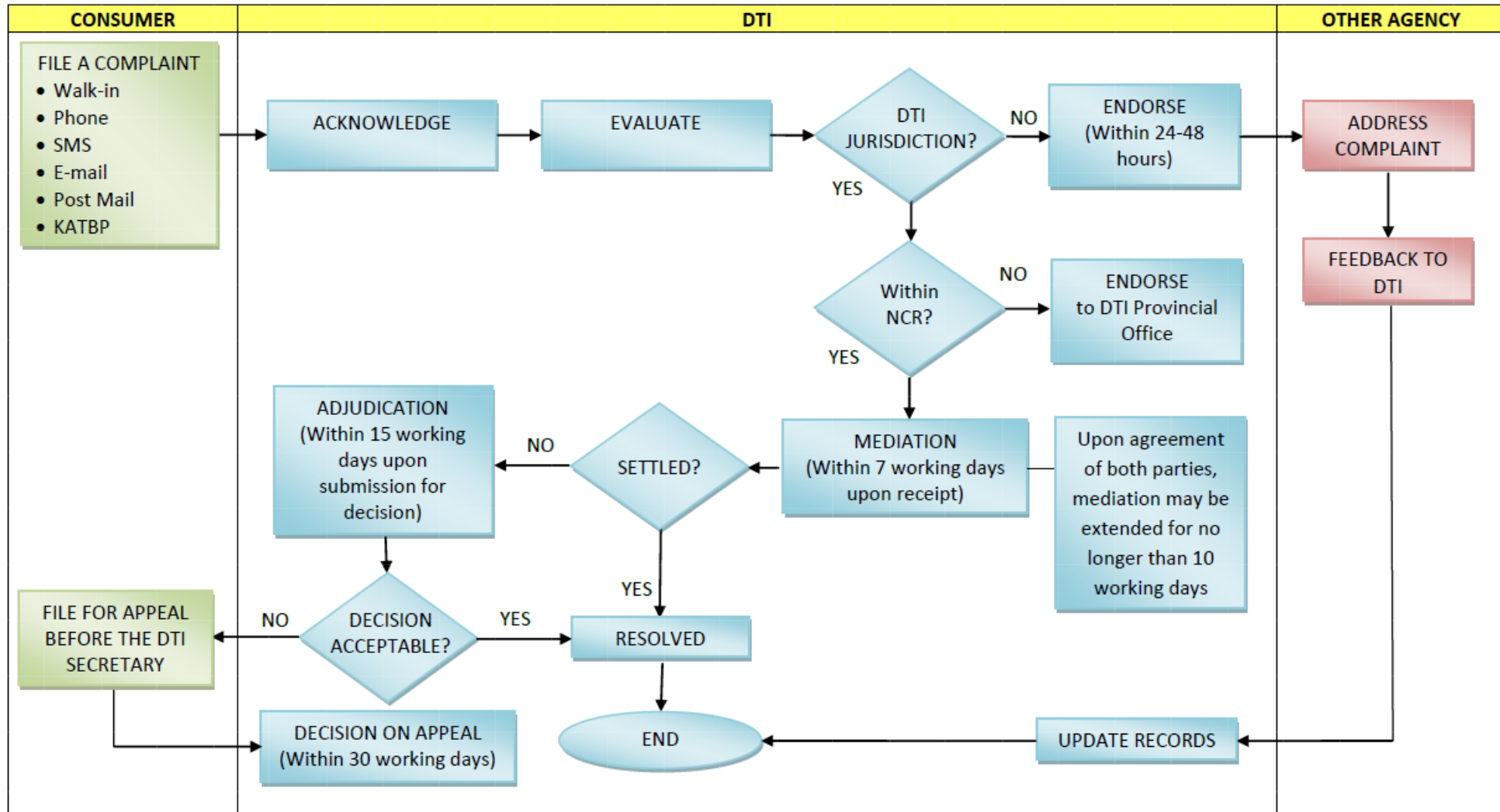
Internal complaint-handling mechanism for consumer complaints by the business establishment

Filing of consumer complaint before the appropriate government agency

Filing of consumer complaint before the Philippine trade/consular office/embassy or directly in the foreign government agency or regulator of the country where the retailer, seller, distributor, supplier or manufacturer is located

DTI Consumer Complaints Handling

CONSUMER COMPLAINTS HANDLING PROCESS FLOW CHART



How to improve the system of handling consumer complaints

Use of Social Networking Sites



Increase of manpower handling consumer complaints (mediators, administrative staff)

Develop data base management system, computerize reporting systems and provide more training and capacity building for mediators

THANK YOU!

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