

**111. COMPLAINTS AGAINST UNSANITARY ESTABLISHMENTS*****DESCRIPTION of the SERVICE :***

The City Health Office through the Environmental Sanitation Division acts on complaints filed by concerned citizens against establishments that are not properly maintained as to sanitation and hygiene.

***REQUIREMENT :***

- \* Written Complaint

***FEE :***

- \* No Fee

***PROCEDURE :***

STEPS	PROCESSING/ RESPONSE TIME	PERSON-IN-CHARGE
1. Receives and records written complaint	5 minutes	ED ADA JOSEPH OLAYAO JASON FRAGO SHIRJAM UMALI LILY AGULTO <i>Sanitation Inspector II</i>
2. Conducts site inspection to validate complaint and makes further investigation	2 hours	
3. Prepares Inspection Report and notifies subject of complaint to comply with pertinent rules set under the Sanitation Code	2 hours	

STEPS	PROCESSING/ RESPONSE TIME	PERSON-IN-CHARGE
4. Informs complainant of the action taken	10 minutes	ED ADA JOSEPH OLAYAO JASON FRAGO SHIRJAM UMALI LILY AGULTO <i>Sanitation Inspector II</i>
5. Conducts follow-up inspection to check compliance to Sanitation Standards and submits final report	2 hours	ED ADA JOSEPH OLAYAO JASON FRAGO SHIRJAM UMALI LILY AGULTO <i>Sanitation Inspector II</i>