

ILIGAN REDRESS

The City Government of Iligan is committed to the highest standards of public service delivery. As such, it is in our best interest to serve you with utmost **efficiency, integrity, timeliness** and **professionalism**.

What to do if you have a complaint ?

Should you find our service delivery unsatisfactory or not up to standards, we encourage you to immediately bring this matter to our attention. You may directly call telephone number **(063) 223-1533** or hotline number **811** and talk to the **Officer- of- the- Day** or Person on duty for your concern as this will be acted upon immediately. You may also write your complain and send to :

e-mail address : iligancityinformation@gmail.com.
Website email address : webmaster@iligan.gov.ph

FEEDBACK MECHANISMS

How to provide feedback ?

Should you want to provide comments, suggestions, request and commendations to the services rendered by the City Government, we encourage you to do so by accomplishing specific forms or verbally report your concerns at the **Public Assistance Desk** located at various local government building locations. Sample forms are shown at the Annexes of this booklet form.

