GUIDELINES ON WHERE TO FILE COMPLAINTS/REPORTS AND REQUESTS FOR ADVICE OR ASSISTANCE IN THE POEA

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Relative to the need to streamline procedures in the filing of complaints/reports and request for assistance in the POEA and in order to avoid confusion on the part of the public as to which Office of the POEA shall receive complaints/reports and requests for advice or assistance, the following guidelines are hereby issued for the guidance of all concerned:

1. Complaints against licensed agencies/entities already reduced in writing and under oath (Sworn Statement/Affidavit Complaint) shall be filed directly with the Docket and Enforcement Division, Adjudication Office.

2. Complaints for Illegal Recruitment shall be filed with the legal Assistance Division, Licensing and Regulation Office.

3. Requests for advice/assistance in the execution of Sworn Statements/Affidavit Complaints whether against a licensed agency or entity or a non-licensee or non-holder of authority shall be received/entertained by the Legal Assistance Division, Licensing and Regulation Office.

4. Requests for assistance in the enforcement of contractual obligations for repatriation as well as on matters not related to contractual obligations and all other matters relating to the welfare of a deployed overseas contract workers, shall be filed directly with the Welfare Assistance Division, Welfare and Employment Office.

5. Reports or requests for investigation of violation of recruitment rules and regulations, illegal recruitment activities and documentary irregularities relating to overseas employment whether emanating from sources outside the POEA or from the POEA units shall be filed with or referred to the Anti-Illegal Recruitment Branch, Licensing and Regulation Office.

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(SGD.) TOMAS D. ACHACOSO
Administrator

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(SGD.) JOSE N. SARMIENTO
Administrator

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