

## 1. RECEIVING, RECORDS AND ASSIST OF COMPLAINTS

The Task Force Disiplina is task to receive, records, assist and take action complaints.

<b>Office or Division:</b>	Task Force Disiplina			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Receive Complaints and action taken			
<b>Who may avail:</b>	City officials, employees and general public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
-none-		-none-		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Lodging of complaint	Receiving and records the complaints filed by the complainant	- none -	5 to 10 minutes	TFD office Staff
	Verification of the complaint	- none -	5 to 10 minutes	TFD office Staff
	Assessment of complaint	-none-	30 minutes to 1 day	TFD Operatives
Acknowledgement of Agency action resolving the complaint	Action of the complaint	-none-	30 minutes to 1 day	TFD Operatives

**END OF TRANSACTION; Transaction time: 1 hour and 20 minutes (2 days and 20 minutes)**