

Advisory No. **076**, s. 2025

May 8, 2025

In compliance with DepEd Order (DO) No. 8, s. 2013
this advisory is issued not for endorsement per DO 28, s. 2001,
but only for the information of DepEd officials,
personnel/staff, as well as the concerned public.
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SEMINAR ON COMMUNICATION AND CUSTOMER COMPLAINT HANDLING FOR THE SERVICE DRIVEN SECTOR

The Philippine Information Office (PIO) Inc. will conduct a two-day seminar on Communication and Customer Complaint Handling for the Service Driven Sector at the Camelot Hotel, #35 Mother Ignacia Avenue, Quezon City, on May 29–30, 2025 from 8:00 a.m. to 5:00 p.m.

The two-day training course is designed for individuals who are responsible for dealing with and resolving customer complaints in the service-driven industry. Additionally, the course will provide participants with the key skills and confidence to improve their handling of customer complaints, to reach a satisfactory solution that increases customer satisfaction and/or loyalty.

Interested participants shall confirm their attendance by sending their name, position, company, and contact number to the PIO via email at piophilippines@gmail.com.

Participation of teachers from public and private schools shall be purely voluntary and will not hamper instructional time in compliance with the provisions of DepEd Order (DO) No. 012, s. 2025, titled Multi-Year Implementing Guidelines on the School Calendar and Activities and DO 9, s. 2005 titled Instituting Measures to Increase Engaged Time-on-Task and Ensuring Compliance Therewith and the policy on off-campus activities stated in DO 66, s. 2017.

This is also subject to the no-collection policy as stated in Section 3 of Republic Act No. 5546 also known as An Act Prohibiting the Sale of Tickets and or the Collection of Contributions for Whatever Project or Purpose from Students and Teachers of Public and Private Schools, Colleges and Universities (Ganzon Law), issued in DO 19, s. 2008, and reiterated in DepEd Memorandum No. 041, s. 2024.

For more information, please contact:

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