

Handling of Stakeholders' Complaints

Tourism Promotions Board (TPB) recognizes that stakeholders are vital for the continuous improvement of the organization. All information regarding the organization, including reports, activities and company milestones are made available to the public through its website. TPB also values stakeholder complaints and sees it as an opportunity for growth. Thus, it has dedicated a system procedure for handling stakeholder's complaints effectively.

Stakeholder complaints may be sent in the form of letter, email, phone call, participants' satisfaction survey or post event evaluation through the following channels:

Contact Person:

Joselito V. Gregorio

Public Relations Officer

Email: joji_gregorio@tpb.gov.ph

Trunkline: +63 2 5259318 to 27

Company Address: 4th floor, Legaspi Towers 300, Roxas Boulevard, Manila, 1004

Below is a quick summary of how TPB handles stakeholders' complaint:

