



CUSTOMER FEEDBACK INVESTIGATION REPORT

CFIR Control No. : CFIR 20-001		Date
		Department/Office: Security Office
DETAILS		
Item	Negative Comment/s	FINDINGS
1.	<p><i>Negative comment as quoted:</i></p> <p>#Reklamo I heard strict and vsu when it comes to student entering the premises particularly in dormitories. All of us are worried about our stuff na nahabilin diba? I mean who wouldn't be. It's just unfair knowing some of the students can enter vsu just because they have connections. We understand naman na dapat mo follow sa protocol and willing man mi mag prepare sa mga requirements para maka sud. Frustrating lang kayo knowing wala kay mabuhat. And akoo lang be fair sab intawn sa tanan whoever you may be dili kay bantog close nimo siya ra imoha hatagan or permission para ma retrieve iyaha gamit. VSUC Tambay"</p> <p>Source: VSU confession</p>	<p>As student, it's normal to worry for the important belongings left at the dormitories. But safeguarding each one is far more important than our comfort and convenience during this pandemic time. The VSU security office got the official list of students staying in the dormitories from USSO while it was bound to implement the "no entry" policy for VSU students residing outside VSU. This particular outsider student complaining of not being permitted to enter into the dormitory but allegedly saw another student whom the security guard has permitted to get in. This student should have submitted to this office his/her documented complaint as to the name of the other student and the concerned security guard including the date, time and place of the incident. How would this office know if the other student the complainant was referring to is on the official list of students staying in the dormitory base on the USSO record. Had the complaint was true then this office could have called up the attention of the security guard to investigate the matter and settle the issue on unfairness and improve more of our security procedure.</p>
Investigated By:		Acknowledged / received by:
<p><u>REMBERTO A. PATINDOL</u> VP for Admin and Finance</p>		<p><u>GIDEON NIEL D. TAN</u> Customer Feedback Officer</p>
		<p><u>MILAGROS C. BALES</u> QMR</p>