

## Employment Related Complaints

Monday, 02 January 2012 09:14

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Untitled Document

### Employment Related Complaints

Telephone Numbers: 834-4996/834-4449

Fax Number: 551-0847

E-mail address: [oumwa.ph@gmail.com](mailto:oumwa.ph@gmail.com)

### SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday - 8:00a.m. to 5:00p.m.

### WHO MAY AVAIL OF THE SERVICE

- Distressed OFWs
- NOK of distressed OFWs
- Other Government Agencies
- Media
- Non-government organizations

### REQUIREMENTS

- Contract of Employment

### How to Avail of the Service:

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON INCHARGE
1.	Reception Counter (DFA, 3rd floor)	OUMWA	Register in the OUMWA Walk-in Client Monitoring Sheet	5 minutes	Monitoring sheet.
	Assistant Monitoring Sheet	None	OUMWA Walk-in Client		Re
2.	Reception Counter (DFA, 3rd floor)	OUMWA			

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floor)	Request Assistance to National Police (ATN) with a Reception Assistant	
Assistant	None	ATN Form
f) Explain to client how to fill up the ATN Form.		
3.	OUMWA	
Reception Counter (DFA, 3rd floor)	e) Fill-up the ATN Form	e) Receive and review information indicated by client
Assistant	None	ATN Form
f) Submit to the Reception Assistant.		
4.	Interview	
Desk (DFA, 3rd floor)	b) Undergo interview by ATN Officer	ATN Officer interviews client.
l) Require presentation of Contract of Employment, contact details of OFW and employer		
5.	Interview	
Desk/ Reception Counter (DFA, 3rd floor)	Obtain contact information of the ATN Officer	Provide client with Contact Info Card of ATN Officer
Reception Assistant	None	Contact Info Card
6.		Follow-up with ATN Officer Provide updates based on
*OUMWA will communicate with Post	ATN Officer	None

Note: This matrix applies in ordinary / regular circumstances. The procedure and requirement may vary.

