

# How to report a concern?

Speak Up System is available any time (24/7, 365 days a year).

1. You can choose to use a web form or call our toll-free phone number at **1-800-1441-0215**, access code 41529, using a PLDT landline with IDD feature only, and leave a message. The handling procedure for both options is the same.

- **Via this [website](#)**

2. In both cases, you will receive an **individual case number**. Please note the number down and keep it safe.

3. This case number is your personal key to the Speak Up System and to the report you have filed. It allows you to track the progress of your case and to provide additional information. You will be asked to enter this number each time you access the system.

4. We take all concerns seriously and will take the appropriate action on each report. We will keep you informed on our progress whilst processing your concern.

5. At any time you can go back into the [website](#), and track the progress of your case using your case number.

6. We are committed to improving our Speak Up System and reserve the right to make changes in the future.