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## How does BFAD process consumer complaints?

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Published: 2007-07-11 17:16

Consumers are advised to coordinate with the nearest Department of Health Center for Health Development (CHD) for product complaints. If the Acting Consumer Arbitration Officers deem it fit that the complained product needs laboratory analysis, the product will be forwarded to the BFAD Laboratory Services Division.

Contact details of the CHDs may be downloaded from the BFAD Website thru:

[http://www.bfad.gov.ph/DIRECTORY\\_GUIDE.htm](http://www.bfad.gov.ph/DIRECTORY_GUIDE.htm) .

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