



BATAAN HIGH SCHOOL FOR THE ARTS



RELEASED

Republic of the Philippines
Department of Education

REGION III

30 SEP 2026

BATAAN HIGH SCHOOL FOR THE ARTS

SCHOOL MEMORANDUM

No. 186, s. 2026

SEP 30 2026

CLIENT SATISFACTION SURVEY (CSS)

To: Deputy Directors
Functional Division Chiefs
Teaching and Non-teaching Personnel
All Others Concerned

1. In compliance with **Republic Act No. 11032**, otherwise known as the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, particularly its provisions on feedback mechanisms and continuous improvement of government services. The Bataan High School for the Arts (BHSA) implements the **Client Satisfaction Survey (CSS)** to systematically gather feedback from clients regarding their experience in availing the school's programs, services, and transactions.
2. The CSS aims to systematically gather feedback from clients regarding their experiences in accessing the school's services, identify areas for improvement, and strengthen the delivery of responsive, efficient, and accountable administrative and academic support services. Also, The CSS shall form part of the school's continuing efforts to institutionalize a culture of transparency, accountability, responsiveness, and excellence in public service.
3. Each office shall be provided with a designated QR code and/or online link for the Client Satisfaction Survey. The QR code shall be prominently displayed beside the office door or in another highly visible and accessible area where clients can conveniently scan and access the survey.
4. Accomplishment of the survey shall be voluntary. Clients shall be assured that their responses will be treated with utmost confidentiality and that their feedback will not adversely affect the services they receive.
5. The Administrative Division shall regularly monitor survey responses, consolidate feedback, and analyze the results to determine client satisfaction levels, identify recurring concerns, and recommend appropriate corrective and preventive actions.
6. The results of the CSS shall serve as a basis for improving existing procedures, addressing service delivery gaps, enhancing personnel accountability, and formulating appropriate interventions under the school's continuous improvement initiatives and compliance with the Anti-Red Tape Authority (ARTA) requirements.
7. All unit and office heads shall ensure that the QR code/link remains visible, accessible, and functional at all times and that personnel under their supervision actively promote the accomplishment of the survey.

*"Bayan ng Bayani, Bayani ng Sining"*

Brgy. Ibaba, Bagac, Bataan

(047) 244-6321 / 0918-965-5281

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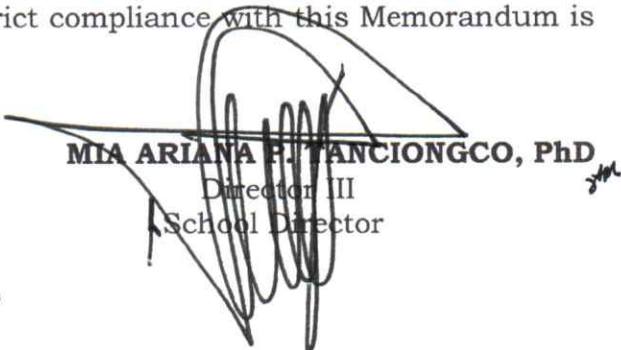
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8. All concerned personnel are directed to ensure full cooperation and compliance with this initiative. The active participation of every office and unit is essential in strengthening the school's culture of client-centered, transparent, accountable, and continuously improving public service.

9. Immediate dissemination of and strict compliance with this Memorandum is earnestly desired.


MIA ARIANA P. TANCIONGCO, PhD
Director III
School Director

Encl.: QR code
Reference: As stated
To be indicated in the Perpetua Index under the following subjects
ARTA CSS
OSD01/AD01 September 30, 2026

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<https://tinyurl.com/BHSA-CSS>



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