



News Release
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POLOs to receive OFW complaints abroad

In a resolution, the POEA Governing Board has directed Philippine Overseas Labor Offices (POLOs) to receive complaints by overseas Filipino workers pertaining to violations of POEA rules and regulations.

Administrator Rosalinda Dimapilis-Baldoz said the POEA Board issued the resolution to provide on-site remedies to OFWs who have complaints against their employer or the recruitment agency which deployed them.

The Board also recognized that complainants or witnesses in docketed POEA cases who have been deployed to work overseas should have a mechanism to provide testimony in the said cases.

Baldoz said the POLOs shall assist on-site complainants in the preparation of affidavits and reception of evidence, which shall be endorsed to the POEA for appropriate action.

In docketed POEA cases involving complainants or witnesses deployed for overseas jobs, the POEA Adjudication Office shall ascertain the facts and information on such cases and send written questions to the complainant through the concerned POLO.

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