

## HANDLING OF COMPLAINTS AGAINST STUDENTS/FACULTY

Schedule of Availability of Service: Week before enrollment or as Scheduled

Clients/ Customers: Anyone aggrieved or offended by a student/faculty member

Requirements: Accomplished Incident Report also referred to as Complaint Form which includes:

- ✓ Full name of the student/teacher complained about and full name of person complaining (complainant)
- ✓ A narration of relevant facts that show the offense allegedly committed by the student/faculty member complained about;
- ✓ Evidences and testimonies of witnesses

Processing Time: 1 week, 1 hour and 50 minutes

STEP	CUSTOMER /APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Orally reports complaint to the Office of the Student Services	Discusses complaints with complainant and gives Logbook to document complaint	30 minutes	None	Guidance Counselor/ OSS Director	Logbook
2	Accomplishes and submit Incident Report form/complaint letter	Receives accomplished Incident Report Form	15 minutes	None	Guidance Counselor/ OSS Director	Incident Report Form
3		Informs venue, date and time of dialogue/hearing	5 minutes	None	Guidance Counselor/ OSS Director	Notice of dialogue/ Hearing
4	Attends dialogue/hearing	Conducts dialogue/hearing and works for resolution of complaint	1 hour	None	OSS Director/ Hearing Committee	
5	Awaits recommendation of the Hearing Committee	Makes recommendation for appropriate action	1 week	None	OSS Director/ Hearing Committee	
END OF TRANSACTION						