



Republic of the Philippines  
**ROMBLON STATE UNIVERSITY**  
**SAN AGUSTIN CAMPUS**  
 Cabolutan, San Agustin, Romblon

## HANDLING COMPLAINTS OF STUDENTS

Schedule of Availability of services : 8:00a.m. – 5:00p.m.; Monday to Friday  
 Clients/Customers : Students  
 Requirements : Written Complaints  
 Processing Time : 2 hours

STEP CUSTOMER/ APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1. Presents requirements Writes request in the logbook 2. 3.	•Verifies authenticity of requirements submitted. •Prepares the certificate. •Signs certificate. •Enters name in the logbook and have the client affix his or her signature.	3 minutes 4 minutes 2 minutes	None None None	•Counselor •Guidance Coordinator	Clearance, ID, TOR, Diploma CGMC
4. Signs the Logbook	•Verifies signature made and releases the CGMC. •Advices client to proceed to the Cashier's Office.	1 minutes	None	•Counselor •Guidance Coordinator	CGMC Logbook
5. Receives the Certificate and Proceeds to the Cashier for Seal Stamping and Payment					
<b>END OF TRANSACTION</b>					

**FEEDBACK AND REDRESS MECHANISM.** Your comments and suggestions will help us improve the delivery of our services. You may do any of the following: a) Accomplish our feedback form and drop it in the suggestion box located at the entrance of the respective offices of the Romblon State University; b) Inform our officer of the day assigned in the Public Assistance Desk; c) Email to [hr\\_support@rsu.edu.ph](mailto:hr_support@rsu.edu.ph); call our Hotline at 567-5859/ [reymolo@gmail.com](mailto:reymolo@gmail.com); and d) Our policy on front-line services is **"NO NOON BREAK"**.