



Republic of the Philippines
Department of Education
 REGION III
 SCHOOLS DIVISION OFFICE OF OLONGAPO CITY

B. LEGAL UNIT

1. Filing of Complaints

Providing appropriate intervention on complaint/s or issue/s brought before the Division Office as covered by D.O. 49, s. 2009 or Grievance under D.O. 35, s. 2004.

Office or Division:		SDO OLONGAPO LEGAL UNIT		
Classification:		Highly Technical		
Type of Transaction:		Administrative Complaints under DO49, s. 2006		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
SDO-QM-01 (Complete set of templates from Complaint to Answer and other guide forms connected DepEd Order No. 49)		SDO LEGAL UNIT		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Complainant submits complaint	Receipt of written complaint / Assessment for sufficiency in form and substance	NONE	15mins. / complaint	Records Officer / Legal Officer
Receipt of order by Respondent	Issuance of Order or Summons to complained person to comment	NONE	30 minutes	Legal Officer (interfacing with SDS)
Receipt by Parties	Issuance of notice for conference	NONE	15 minutes	Legal Officer (interfacing with SDS)
Receipt by parties and preparation of respective evidence / participation in proceedings	Referral to appropriate Disciplining Authority for further action (F.Fl. / P.I. or Grievance or ADR)	NONE	20 mins.	Legal Officer (interfacing with SDS and Records Unit)
-End -				
	Total:		1 hr. and 20 mins.	