



Topic : User's Manual for Staff Grievance
Project Name : HR System 3.0
Deployment Date : May 28, 2020
Project Description : HR System 3.0 Staff Grievance Module is to computerized the process of filing of Staff Grievance. The system caters the Filing of Grievance Applications, Viewing of Grievance Applications Status, Entering of Action taken by the HOS,HOD,HOC,AD,Dean and Entering of Complainant Decision about the action taken by their heads. The details how the managers solve the issues such as setting of meetings is not part of the system.

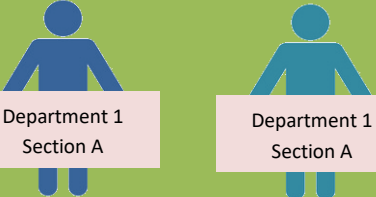

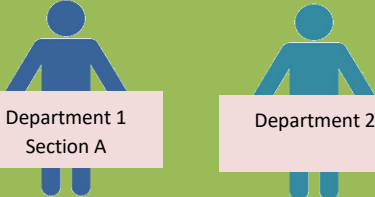
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1. Grievance Application Procedure

Below is a Grievance Application Procedure, this shows that the process is depend on the section, department of complainant.

Same Section	Same Department	Different Department
<div data-bbox="66 478 505 684">  <div> <div>Department 1 Section A</div> <div>Department 1 Section A</div> </div> </div> <div data-bbox="66 684 505 863"> <p>Complainant</p> <ol style="list-style-type: none"> 1. Complainant fill-up Grievance Form 2. The system will send email to: Complainant, HOS of the complainant </div> <div data-bbox="66 863 505 1129"> <p>HOS – Section A</p> <ol style="list-style-type: none"> 1. Write the result of the Meeting 2. The system will send email to: <ul style="list-style-type: none"> - Complainant - HOS of the complainant - HOD (If not solve) </div> <div data-bbox="66 1129 505 1396"> <p>HOD – Department 1</p> <ol style="list-style-type: none"> 1. Write the result of the Meeting 2. The system will send email to: <ul style="list-style-type: none"> - Complainant, - HOS and HOD of the complainant - ADAA/ADSA/ADAFA (If not solve) </div> <div data-bbox="66 1396 505 1654"> <p>ADAA / ADSA / ADAFA</p> <ol style="list-style-type: none"> 1. Write the result of the Meeting 2. The system will send email to: <ul style="list-style-type: none"> - Complainant - HOS and HOD of the complainant - DEAN (If not solve) </div> <div data-bbox="66 1654 505 1915"> <p>College Dean</p> <ol style="list-style-type: none"> 1. Write the result of the Meeting 2. The system will send email to: <ul style="list-style-type: none"> - Complainant - HOS and HOD of the complainant - HOD - HRD </div>	<div data-bbox="578 478 1016 684">  <div> <div>Department 1 Section A</div> <div>Department 1 Section B</div> </div> </div> <div data-bbox="578 684 1016 863"> <p>Complainant</p> <ol style="list-style-type: none"> 1. Complainant fill-up Grievance Form 2. The system will send email to: Complainant, HOD of the complainant </div> <div data-bbox="578 863 1016 1129"> <p>HOD – Department 1</p> <ol style="list-style-type: none"> 1. Write the result of the Meeting 2. The system will send email to: <ul style="list-style-type: none"> - Complainant, - HOD of the complainant - ADAA/ADSA/ADAFA (If not solve) </div> <div data-bbox="578 1129 1016 1396"> <p>ADAA / ADSA / ADAFA</p> <ol style="list-style-type: none"> 1. Write the result of the Meeting 2. The system will send email to: <ul style="list-style-type: none"> - Complainant - HOD of the complainant - DEAN (If not solve) </div> <div data-bbox="578 1396 1016 1654"> <p>College Dean</p> <ol style="list-style-type: none"> 1. Write the result of the Meeting 2. The system will send email to: <ul style="list-style-type: none"> - Complainant - HOD of the complainant - HOD - HRD </div>	<div data-bbox="1084 478 1523 684">  <div> <div>Department 1 Section A</div> <div>Department 2</div> </div> </div> <div data-bbox="1084 684 1523 863"> <p>Complainant</p> <ol style="list-style-type: none"> 1. Complainant fill-up Grievance Form 2. The system will send email to: Complainant, HOD - HRD </div> <div data-bbox="1084 863 1523 1129"> <p>HOD – HRD</p> <ol style="list-style-type: none"> 1. Write the result of the Meeting 2. The system will send email to: <ul style="list-style-type: none"> - Complainant - HOD - HRD </div>



2. File Staff Grievance

1. Click Staff Grievance on menu.
2. Click File a Grievance link

3. Select Name of the Staff you are complaining.
4. Select Complaint Type
5. Type details on Grievance Statement
6. Click check button to accept terms and conditions.
7. Click Submit button to save.
8. Wait for saving confirmation, click OK button.

Details of Staff Giving Complaint

Staff ID Name	408024 - Ramil Rabang
Department	Educational Technologies Centre
Section	Educational Services Section
Job Title	Computer Technician

Complaint Given Against

Staff ID Name	Mylyn Halli Nostarez
Department	Educational Technologies Centre
Section	Educational Services Section
Job Title	Computer Technician
Sponsor	Bahwan Cybertek LLC
Complaint Type	Administrative
Grievance Statement	Sample only

☒ I hereby declare that the information I provided on this staff grievance form is true, correct and complete to the best of my knowledge.

Success
Grievance application has been submitted successfully!
OK

3. Check Grievance Application Status

1. Click Staff Grievance on menu.
2. Click My Grievance Application link

Current User Grievance Application List and Status

#	Respondent Name	Department	Complaint Type	Date	Status
1	Mylyn Halli Nostarez	Educational Technologies Centre	Administrative	12/10/2020 10:03:12 AM	OPEN



4. Make Grievance Action (available for HOS,HOD,HOC,AD,Dean only)

1. Click Staff Grievance on menu.

2. Click My Grievance Action link

3. Click Staff Name on the list.

4. Select Meeting Date.

5. Enter Recommendation

6. Click Submit on the list.

7. Wait for saving confirmation, click OK button

Success
Grievance recommendation has been submitted successfully!
OK



5. Check Grievance Application Status and Entering of Complainant Decision

1. Click **Staff Grievance** on menu.

2. Click **My Grievance Application** link

3. Click **Staff Name**

#	Respondent Name	Department	Complaint Type	Date	Status
1	Mylyn Halili Nostarez	Educational Technologies Centre	Administrative	12/10/2020 10:03:12 AM	OPEN

4. Select **Decision (Agree or Not Agree)**

5. Enter **Statement**

6. Click **Submit** to save.

Staff Name: Ramil Rabang

Decision: Agree

Statement: [Text Area]

Submit Reset

Once the complainant Agreed with the solution given, the case will be closed, else if Dis-Agree the status is still open and the system will send email notification for next officer who will make another action.



6. Grievance List (For HRD Use only)

HRD System

Home > Grievance > All Grievance List

Tuesday, October 13, 2020
Your Today's Time in
No Time-in Found!

Staff: All Staff, Date: 10/13/2020 - 10/13/2020, Complaint Type: All Complaint Type, Department: All Department, Status: All Status, Search

Grievance List

Copy, CSV, Excel, PDF, Print

#	Complainant Name	Department	Respondent Name	Complaint Type	Date	Status
1.	Rolen Test Balingit Yabut	Educational Technologies Centre	Gilbert B. Pajimna	Personal	20/05/2020 10:40:47 AM	OPEN
2.	Ramil Rabang	Educational Technologies Centre	Mylyn Halli Nostarez	Administrative	12/10/2020 10:03:12 AM	CLOSED
3.	Mylyn Halli Nostarez	Educational Technologies Centre	Ramil Rabang	Personal	20/05/2020 10:03:53 AM	CLOSED
4.	Gilbert B. Pajimna	Educational Technologies Centre	Rolen Test Balingit Yabut	Personal	17/08/2020 01:45:17 PM	OPEN

Showing 1 to 4 of 4 entries

Previous 1 Next

7. Grievance Statistics - By Type

HRD System

Home > Grievance > Grievance Statistics - By Type

Tuesday, October 13, 2020
Your Today's Time in
No Time-in Found!

Date: 10/13/2020 - 10/13/2020, Search

Grievance Statistics - By Type

Copy, CSV, Excel, PDF, Print

#	Department	Academic	Administrative	Personal	Other	Total
1.	Deans Office	0	0	0	0	0
2.	Assistant Dean for Academic Affairs	0	0	0	0	0
3.	Assistant Dean for Student Affairs	0	0	0	0	0
4.	Assistant Dean for Admin and Financial Affairs	0	0	0	0	0
5.	Educational Technologies Centre	0	3	4	0	7
6.	English Language Center	0	0	0	0	0
7.	Admission and Registration	0	0	0	0	0
8.	On The Job Training	0	0	0	0	0
9.	Counseling and Graduates Follow-up	0	0	0	0	0
10.	Housing, Student Activities and Graduation	0	0	0	0	0

Showing 1 to 10 of 20 entries

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8. Grievance Statistics - By Status

HRD System

Home

Awarding

Staff Grievance

File A Grievance

My Grievance Application

My Grievance Actions

All Grievance List

Statistics by Type

Statistics by Status

Statistics by Complainant

Statistics by Respondent

About Staff Grievance

Staff Appraisal

College Staffs

My Department

My Section

Delegations

Short Leave

Standard Leave

My Leave Balance

Grievance Statistics - By Status

Home > Grievance > Grievance Statistics - By Status

Tuesday, October 13, 2020
Your Today's Time In
No Time-in Found!

Date: 10/13/2020 - 10/13/2020 Search

Grievance Statistics - By Status

Copy CSV Excel PDF Print

Search:

#	Department	Open	Solve	Total
1.	Deans Office	0	0	0
2.	Assistant Dean for Academic Affairs	0	0	0
3.	Assistant Dean for Student Affairs	0	0	0
4.	Assistant Dean for Admin and Financial Affairs	0	0	0
5.	Educational Technologies Centre	3	0	7
6.	English Language Center	0	0	0
7.	Admission and Registration	0	0	0
8.	On The Job Training	0	0	0
9.	Counseling and Graduates Follow-up	0	0	0
10.	Housing, Student Activities and Graduation	0	0	0

Showing 1 to 10 of 20 entries

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