

Filing of Complaints

Administrative complaint may be filed for any of the following grounds for disciplinary action. This refers to the process of receiving formal administrative complaints against DepEd personnel filed before the appropriate Disciplining Authority. A party who is adversely affected by any offenses punishable under D.O. 49 may file a complaint with the disciplining authority

Office or Division:	OSDS – Legal Services	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen and G2B - Government to Business	
Who may avail:	Any concerned citizen and / or DO personnel	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Copy of Formal Complaint under oath containing certification/statement on non-forum shopping (3 copies and 1 additional copy per additional person complained of)		Client
2. Sworn Complaint in three (3) copies containing the following: <ul style="list-style-type: none">• Full name and address of the complainant;• Full name and address of the person complained of as well as his/her position and office in the Department of Education;• A narration of the relevant and material facts which should show the acts or omissions as allegedly committed by the person;• Certified true copies of documentary evidence and affidavits of his/her witnesses, if any		Client
3. Certification or Statement of Non-Forum Shopping		Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the formal complaint with supporting evidence, if necessary	1.1 Receive and check the formal complaint and other documents	None	5 minutes	Records Section (Administrative Aide IV)
2. Receive a checklist or an advice or Receive a copy of the complaint	2.1 Evaluate the complaint using the formal requirements under D.O. 49 s 2006 a. Non -compliant: Issue a checklist of requirements, give appropriate advice, and request the client to sign the Walk - in Client Intake and Action Form b. Compliant: Return Client's receiving copy of the Complaint	None	20 minutes	OSDS – Legal Services (Legal Officer, Legal Aid) OSDS (SDS, ADAS III), Records Section (Administrative Aide IV)
TOTAL		None	25 minutes	

REMARKS: For request sent electronically

1. Submit electronically (thru official email) the formal complaint with supporting evidence, if necessary	1.1 Receive the formal complaint and other documents	None	15 minutes	Records Section
	1.2 Evaluate the complaint using the formal requirements under D.O. 49, s. 2006			OSDS – Legal Services (Legal Officer, Legal Aid)
	a. Non-compliant: respond with the checklist of the requirements and give appropriate advice and request client to acknowledge receipt of response/action taken.			OSDS (SDS, ADAS III),
	b. Compliant: Acknowledge receipt of the email, print and forward to Records Section for processing and require complainant to send physical copy through registered mail or private courier			Records Section
TOTAL		None	15 minutes	

FACTOR	OLD PROCESS	NEW (STREAMLINED PROCESS)	IMPROVEMENT
Number of steps	2	2	<ul style="list-style-type: none"> • Minimized • May be done electronically
Processing time	5 days and 15 minutes	25 minutes / 15 minutes (electronically)	<ul style="list-style-type: none"> • Minimized
Number of Signatures	One (1) signatory	One (1) signatory	<ul style="list-style-type: none"> • Retained one (1) signatory only
Number of required documents	3	3	same
Transaction Cost	None	None	None