
 OSPITAL NG PARAÑAQUE 		Document Code: OSPAR-ADM-HR-0012
ADMINISTRATIVE DIVISION APPROVAL MATRIX		Issue Date:
Policy Title: POLICY ON COMPLAINT AND GRIEVANCE COMMITTEE		Section / Department HUMAN RESOURCE SECTION
Prepared By: Kerry Anne Requero, Rpm Head- Human Resource		Reviewed By: Arnaldo S. Cortes, RN Supervising Administrative Officer Darius J. Sebastian, MD, MPH,PHSAE Hospital Administrator
		Approved by: Jefferson R. Pagsisihan, MD, MHM Hospital Director

Description: This policy shall enact a Hospital Complaints and Grievance this Committee that shall implement the guidelines to follow in Dealing with complaints and/or grievances presented, pursuant to Rule XII, Complaints and Grievances of Omnibus Rules Implementing Book V of Executive Order No. 292 and other Pertinent Civil Service Laws

The Committee shall consist of the Hospital Director, Hospital Administrator, All Division Heads, Head of the Human Resource Office, and the Head of QC. The committee may appoint additional members if it deems necessary.

Objectives: To organize a Complaint and Grievance Committee that shall promulgate rules and regulations governing the expeditious, fair and equitable settlement of employee's complaints and grievance in accordance with the policies provided by law.

Section 5: Grievance Principles

- A. An employee or union may, without resorting to formal grievance procedures discuss informally and problem relating to his conditions of employment with his superior.
- B. In presenting a complaint or grievance, the employee shall be assured freedom from coercion, discrimination or reprisal and of a speedy and impartial settlement of such complaint or grievance.
- C. Complaints and/or grievances shall be resolved at the lowest possible level in the agency.
- D. Grievance proceedings shall not be bound by formal legal rules and technicalities.

Implementation Date:

This policy has been implemented since 1978 with some revisions made to present protocols.

Schedule for Policy Review:

This policy shall be reviewed every two (2) years or as deemed necessary.

Last Reviewed:

2018, 2021, 2022