



UNIVERSITY OF CALOOCAN CITY

Biglang Awa St. cor. Cattleya St., 12th Avenue East, Caloocan City

I. GUIDELINES FOR CLAIMING LOST ITEMS

A. General Rules

1. All found items will be stored securely in the designated Lost and Found area.
2. The school **is not liable** for lost, stolen, or unclaimed items.
3. Items **must be claimed within six (6) months**, after which they may be donated or disposed of.
4. If multiple claimants provide similar descriptions, additional proof may be required before release.
5. If ownership **cannot be determined**, the item remains with the school.

B. Proof of Ownership Requirements

Claimants **must provide proof of ownership**, which may include:

- ✓ **Physical Description** – Color, brand, size, material, distinctive marks (scratches, engravings, stickers, etc.).
- ✓ **Personal Identifiers** – Initials, name tags, customizations.
- ✓ **Receipts or Purchase Records** – If available, receipts or warranty cards.
- ✓ **Photos or Documents** – Previous photos of the item or unique details inside (e.g., contents of a bag).

II. ITEMS REQUIRING STRICT VERIFICATION

The following **cannot be claimed without sufficient proof**:

- ◆ **Keys** – Must describe keychains or unique features.
 - ◆ **Bags & Pouches** – Must describe contents inside.
 - ◆ **Notebooks & Folders** – May need to describe notes, labels, or other identifiable details.
 - ◆ **Eyeglasses & Accessories** – Must provide prescription details or brand.
-



UNIVERSITY OF CALOOCAN CITY

Biglang Awa St. cor. Cattleya St., 12th Avenue East, Caloocan City

III. PROCEDURE FOR CLAIMING LOST ITEMS

Step 1: Provide a Detailed Description

The claimant must describe the item accurately, including:

- ✓ Color, brand, size, material.
- ✓ Distinctive marks (scratches, engravings, stickers, tags).
- ✓ Any attached accessories (keychains, covers, straps).

Step 2: Verification & Proof Requirement

1. The staff will **verify the details** provided by the claimant.
2. If proof is insufficient, the claimant **must present alternative proof** (photo, receipt, purchase record).
3. For high-value or restricted items, additional questions may be asked.

Step 3: Documentation

1. The claimant must fill out a **Claim Form** before the item is released.
2. The staff will **log the transaction**, including:
 - Claimant's **name & contact information**.
 - Date & time of claim.
 - Verified proof details.

Step 4: Release or Denial of Claim

- ✓ If **proof is sufficient**, the item will be released.
- ✗ If **proof is insufficient**, the claim will be denied.

IV. HANDLING DISPUTES & PERSISTENT CLAIMANTS

A. If a Claimant Insists Without Proof:

1. **Firmly restate the policy** and explain that the item **cannot be released without proof**.
2. **Offer alternative proof methods** (photo, receipt, serial number).



UNIVERSITY OF CALOOCAN CITY

Biglang Awa St. cor. Cattleya St., 12th Avenue East, Caloocan City

3. If they continue to **argue or demand**, escalate the issue to school administration.

B. If the Claimant Calls the Police:

1. **Cooperate with law enforcement** and show the Lost and Found policy.
 2. Provide **documentation of the claim attempt and lack of proof**.
 3. **Do not release the item** unless law enforcement provides an official directive or report.
-

VI. UNCLAIMED ITEMS POLICY

1. Items unclaimed after **six (6) months** will be:
 - Donated to charity.
 - Recycled or disposed of appropriately.
 2. High-value items may be **turned over to authorities** if ownership remains unresolved.
-

FINAL REMINDERS

- ◆ The school has the right to **deny claims without proper proof**.
- ◆ Any attempt to claim an item **falsely** may result in disciplinary action.
- ◆ **Always report lost items immediately** for better chances of recovery.