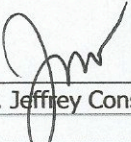


Procedure No:	ADM-PROC-0024
Procedure Title:	Procedure in Handling Grievance Complaints
Related Policy:	ADM-POL- 0044 Grievance Machinery Policy
Date of Issuance:	S.Y. 2009-2010
Effectivity:	S.Y. 2009-2010 to present
Page Number:	One (1)
Office of Origin: (Procedure Expert)	Human Resources Department
"Supersedes" Notification:	
Procedure Description:	This policy is designed to facilitate a fair method in handling disputes, conflicts and disagreements arising from the meaning, application or violation of any provision of this manual or any complaint that an employee may have against the Colegio.
Areas of Responsibility:	Human Resources Department
Procedure Details:	<p>Step 1. The employee takes up the grievance to his superior in writing.</p> <p>Step 2. The superior concerned shall render his decision in writing within 3 working days after receipt of grievance.</p> <p>Step 3. If the decision is not satisfactory, the aggrieved party shall present the grievance to the department head / division head in writing.</p> <p>Step 4. The department head/division head shall render his decision within five (5) working days after receipt of grievance.</p> <p>Step 5. If the decision is not satisfactory, the aggrieved shall inform the Rector who shall convene a council.</p> <p>Step 6. The said Council shall reach a decision or declare itself in statement within ten (10) working days after being convened.</p>
Procedure Approval Authority:	Director of the Human Resources Department
References:	Employee Manual 2009
Definition:	
Help Page:	Human Resources Department
Prepared by:	Planning, Funding and Development Office
Approved by:	 Asst. Prof. Jeffrey Consignado
Date of Approval:	