



5. Receiving of Complaint

Any person who has a cause of action may file an administrative complaint against teaching/ teaching related personnel and non-teaching personnel of the DepEd, compliant with the requirements under Sections 4 and 5 of DepEd Order No. 49 s. 2006 or Revised Rules of Procedures of the Department of Education in Administrative Cases

Office or Division:	Records Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of the Formal Complaint under oath containing a certification/statement on non-forum shopping (3 Copies and 1 additional copy per additional person complained of)		Complainant		
2. Certified True Copies of documentary evidence and affidavits of witness, if any (3 Copies + 1 copy per additional person complained of)		Complainant		
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 evaluate the formal requirements of a complaint pursuant to DO 49, s.2006 a. Non-compliant: Issue a checklist of requirements, give appropriate advice, and request client to sign the Walk-In Client Intake and Action Form b. Compliant: Request client to proceed to the Records Section for processing	None	20 minutes	Records Section staff
2. Receive copy of the complaint	2.1 Stamp receipt in the complaint and release it to the client	None	5 minutes	Records Section staff
TOTAL:		None	25 minutes	