



Republic of the Philippines  
 Department of Education  
 Region IX, Zamboanga Peninsula  
**SCHOOLS DIVISION OF ZAMBOANGA DEL NORTE**

Office of the Schools Division Superintendent

B. Legal Unit

**1. FILING OF ADMINISTRATIVE COMPLAINT**

Service Description:

Administrative Complaint may be filed by any of the following grounds mentioned in D.O. 49 s. 2006 for disciplinary action. This is the process in receiving Formal Administrative Complaints against DepEd personnel filed before the Disciplining Authority. A party who is adversely affected by any offenses punishable under D.O. 49 s. 2006 may file a complaint with the Disciplining Authority.

<b>Office or Division:</b>	Legal Services Unit-	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C-Government to Citizen and G2B- Government to Business	
<b>Who May Avail:</b>	Any adversely affected person	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Copy of the FORMAL COMPLAINT under oath appended with CERTIFICATE/STATEMENT OF NON-FORUM SHOPPING (three(3) original copies and one (1) additional copy for the person complained of)		CLIENT
2. SWORN COMPLAINT in three(3) original copies containing the following: a. Full name and address of the complainant b. Full name and address of the person complained of as well as his/her position and Office in the Department of Education c. A narration of the relevant and material facts which would show the acts or omission as allegedly		CLIENT

N-avigating  
 O-pportunities to  
 R-eengineer for  
 T-ransformation&  
 E-mpowerment



Capitol Drive, Estaka, Dipolog City, 7100  
 Tel No.: (065) 212-5843  
 e-mail address: zn.division@deped.gov.ph



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committed by the person complained of d. Certified true copies of documentary evidence and affidavits of his/her witnesses, if any.				
<b>3. CERTIFICATE or STATEMENT OF NON-FORUM SHOPPING</b>		<b>CLIENT</b>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Formal Complaint with supporting evidence, if necessary	1.1 Received and checked the documents 1.2 Non-compliant: Issue a checklist of requirements, give appropriate advice and request the client to sign the Walk-in Client Intake Form 1.3 Compliant: Request the Client to proceed to the records section for the processing	NONE	5 minutes	Legal Unit Staff
<b>2. Received copy of the Formal Complaint filed</b>	<b>2.1 Return Client's receiving copy of the Formal Complaint</b>	NONE	5 minutes	Legal Unit Staff

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<b>3.</b> <b>Endorsement of the Formal Complaint</b>	<b>3.1 The Formal Complaint will be immediately endorsed to the Disciplining Authority. (For Teaching Personnel the DA is the Regional Director as for Non-Teaching Personnel the DA is the Schools Division Superintendent)</b>	<b>NONE</b>	<b>10 minutes</b>	<b>Legal Unit Staff</b>
<b>TOTAL:</b>		<b>NONE</b>	<b>20 minutes</b>	

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