

3. RECEIPT OF COMPLAINTS AGAINST EMPLOYEES

Office or Division:	HUMAN RESOURCES MANAGEMENT AND DEVELOPMENT DEPARTMENT			
Classification:	Simple to highly technical depending on complain			
Type of Transaction:	Government to citizen			
Who may avail:	Any person who has complains against an employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of complaint with supporting documents		Supplied by the complainant		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of complaint with supporting documents	1. Receives complaints and documents	None	--	HRDD staff
	2. Complaint is verified and schedules meeting with complainant and employee	None	10 minutes	HR Head
3. Complainant attends meeting	3. Conduct of meeting for possible settlement	None	45 minutes	HR Head
	4. if unsettled or unresolved Indorsement of complaint to Grievance Committee for administrative action of employee	None	5 minutes	HR Head

END OF TRANSACTION