



REPUBLIC OF THE PHILIPPINES
PROVINCE OF CAVITE
CITY OF DASMARIÑAS

KOLEHIYO NG LUNGSOD NG DASMARIÑAS
City College of Dasmariñas



OFFICE OF THE PRESIDENT

EXECUTIVE ORDER

No. 16 s. o. 2025

10 June 2025



FERNANDO R. SUBIA CAREN R. CAMPANER

To: **THE KLD COMMUNITY**

From: **DR. JUANITO O. CABANIAS, LPT**
President/College Administrator

Subject: **POLICIES AND GUIDELINES IN THE HANDLING OF COMPLAINTS/CASES FILED BY OR AGAINST STUDENTS (MAJOR OFFENSES)**

Greetings!

Effective Academic Year 2025-2026, the following shall be strictly implemented:

Complaints Involving Students

All complaints must be submitted personally and in writing with the appropriate provision of the complainant's name, course, year, and section and contact numbers. The students are assured of confidentiality. Herewith are the steps:

1. Complaint addressed to the Institute of Student Affairs, Character Education and Citizenship (ISACEC). Students who filed a written complaint must address the said complaint to the ISACEC Dean.

Contents of a Formal Complaint. A formal complaint must include the following elements:

- The full name of the respondent against whom the complaint is being filed.
- A detailed account of the circumstances and events surrounding the alleged incident or act.
- A clear statement of the specific resolution or action being requested from the respondent.



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2. Initial Assessment and Referral. Upon receipt of a complaint, the ISACEC Dean, Institute Associate Dean, Adviser, and Students' Character Formation and Welfare Development Unit Lead shall assess its nature and allow the Institute concerned to resolve the case at their level.

3. Complaint Lodged in Other Office/Personnel. If the complaint has been lodged with the Institute Dean, Associate Dean, Program Head, Adviser, Faculty or other officials, such officials or individuals shall endorse it through a written report to the Dean of ISACEC. As the Institute concerned handles the case for potential settlement/resolution, the Institute Dean must send a letter of notification to the Dean of ISACEC that a case is being handled within their Institute and ensure that the Students' Character Formation and Welfare Development Unit Lead is updated from time to time regarding the case.

Note: Institutes must create their own Institute Discipline Committee which involves the Institute Student Council President.

4. Submitted/Referred complaints or unsettled cases from other Institutes. In the occasion that either or both parties, the complainant and/or defendant, are dissatisfied with the proceedings or results, the complainant and/or defendant have the right to elevate the case to the ISACEC. If the complaint can be settled without escalating the case to the Student Discipline Committee, the assigned Guidance Counselor shall mediate. If not, the Guidance Counselor shall endorse the complaint to the Students' Character Formation and Welfare Development Unit Lead.

5. Case Procedure. The Students' Character Formation and Welfare Development Unit Lead shall formally endorse the case to the Student Discipline Committee for appropriate deliberation and resolution. The Committee shall be composed of the Associate Deans representing all academic Institutes, select faculty members with no administrative designations, along with the President of the Central Student Government, who shall serve as the student representative. The Guidance Counselor or Coordinator shall be present during the proceedings to provide professional insight and support but shall not hold voting rights. All disciplinary matters shall be addressed in strict accordance with the applicable provisions outlined in the Student Handbook, ensuring due process and fairness in all proceedings.

6. Issuance of Decision. Within three (3) working days after the meeting, and upon establishing that sufficient factual basis and evidence exist, the Student Discipline Committee shall issue a written decision. The resolution shall clearly outline the



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findings, the rationale behind the decision, and any recommended actions. The written resolution shall be endorsed by the Students' Character Formation and Welfare Development Unit Lead, recommended for approval by the Dean of ISACEC, and subject to final approval by the Vice President for Academic Affairs.

Note: In cases where a disciplinary sanction is imposed, it shall be mandatory for the student concerned to undergo counseling or processing facilitated by the Guidance Counselor/Coordinator. This intervention aims to support the student's personal development, promote reflection and accountability, and prevent future misconduct. Documentation of the counseling session shall form part of the student's disciplinary record.

7. Appeal Process. An appeal may be submitted and addressed to the Office of the President/College Administrator, which may decide to constitute an Ad Hoc Committee through the Students' Character Formation and Welfare Development Unit Lead depending on the merit of the appeal.

N.B. Complaints from students received through mobile or telephone calls, e-mail, text messaging, and other electronic means or an anonymous one shall not be entertained without having their identities properly introduced.

Complaints from students which involve faculty members must be in writing and addressed to the Vice President for Academic Affairs through the Dean of ISACEC.

Complaints from students which involve school personnel or administrators must be in writing and addressed to Office of the President/College Administrator through the Human Resource Management Officer IV.

For strict compliance.

cc: File