



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. 19 s. o. 2025**

7 July 2025



CAREN R. CAYANES

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 NON-TEACHING  
PERSONNEL**

Greetings!

Effective Academic Year 2025-2026, the attached Policies and Guidelines in the handling of complaints/cases filed by or against non-teaching personnel shall be strictly implemented.

For strict compliance.

cc: File



Building the foundation for the  
**Dasmariñeños**

Brgy. Buro Main, City of Dasmariñas, Cavite, Philippines 4114  
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**OFFICE OF THE PRESIDENT**

*Human Resource Management Unit*

**POLICIES AND GUIDELINES IN THE HANDLING OF COMPLAINTS/CASES  
FILED BY OR AGAINST NON-TEACHING PERSONNEL**

All personnel are expected to observe the following procedures when lodging or addressing complaints involving non-teaching staff, whether the complaint is filed by or against them:

**1. Initial Filing and Documentation**

All complaints or concerns must be submitted in writing and formally addressed to the Immediate Supervisor or Unit Head of the concerned party.

**2. Preliminary Assessment and Mediation**

The Immediate Supervisor shall evaluate the issue and determine whether informal resolution or mediation is possible. If mediation is deemed inappropriate or unsuccessful, the complaint shall be elevated to the Administrative Grievance Committee.

**3. Constitution of the Administrative Grievance Committee**

Upon recommendation, the Committee shall convene to evaluate the merit of the complaint. This includes gathering of documentary evidence, interviewing involved parties, and ensuring that due process is observed.

**4. Deliberation and Recommendation**

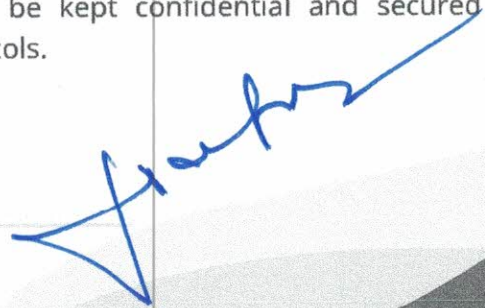
The Committee shall thoroughly deliberate on the matter and prepare a formal report, including its findings, conclusions, and recommended course of action.

**5. Submission to the Human Resource Management Office**

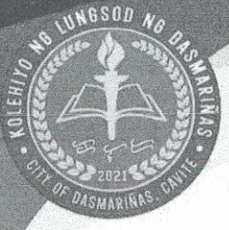
The Committee's report shall be forwarded to the Human Resource Management Office for appropriate action and implementation of recommendations, including disciplinary measures, if warranted.

**6. Notification of Concerned Parties**

The HR Office, in coordination with the Committee, shall notify all involved parties of the resolution. Records of the proceedings shall be kept confidential and secured in accordance with institutional data privacy protocols.







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**7. Appeals and Higher-Level Review**

If the complainant or respondent disagrees with the outcome, a formal appeal may be filed within five (5) working days to the Institutional Grievance and Ethics Committee for final review.