



Republic of the Philippines  
**Department of Education**  
**REGION I**  
**SCHOOLS DIVISION OF VIGAN CITY**

SCHOOLS DIVISION OFFICE  
DEPED VIGAN CITY  
24 JAN 2025  
RECEIVED

Republic of the Philippines  
Department of Education  
REGION I

REGIONAL MEMORANDUM  
No. 1718 s. 2024

**PROCESSING OF COMPLAINTS FROM 8888 CITIZENS' COMPLAINT CENTER,  
CONTACT CENTER NG BAYAN, DEPED PUBLIC ASSISTANCE ACTION  
CENTER, AND OTHER PUBLIC ASSISTANCE CHANNELS**

To: Schools Division Superintendents  
Chiefs of Functional Divisions  
Heads of Units/Sections  
All Others Concerned

1. This Office, through the Public Affairs Unit (PAU), issues the enclosed Guidelines on the Processing of Complaints from 8888 Citizen's Complaint Center, Civil Service Commission - Contact Center ng Bayan (CSC-CCB), Department of Education Public Assistance Action Center (PAAC), and other Public Assistance Channels.

2. This policy shall guide Regional Public Assistance Coordinator (PAC), Division PACs, and School Heads in the facilitation and resolution of concerns and complaints received. It aims to improve client satisfaction by acting on and closing concerns and complaints within the 72-hour period prescribed by Executive Order No. 6, s. 2016.

3. For further information and inquiries, please contact the PAU at (072)682-2324 local 106 or email at

4. For guidance and strict compliance.

**TOLENTINO G. AQUINO**  
Director IV

Encl: As stated  
Reference: DepEd Memo No. 46, s. 2022  
To be indicated in the Bureau Index  
Under the following subjects:  
COMMUNICATIONS POLICY COMPLAINTS REPORTS

ORD-PAU/Info/ProcessingofComplaints  
December 17, 2024

DepED  
MATATAG

Flores St., Catbangen, City of San Fernando, La Union  
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Doc. Ref. Code RM-ORD-F016 Rev. 00  
Effectivity 11.07.2024 Page 1 of 11

SCHOOLS DIVISION OFFICE  
DEPED VIGAN CITY  
28 JAN 2025  
RELEASED  
BY: *[Signature]*

January 24, 2025

To: Assistant Schools Division Superintendent  
Chief Education Supervisor – School Governance & Operations Division  
Chief Education Supervisor – Curriculum Implementation Division  
Elementary & Secondary Public-School Heads  
All Others Concerned

**PROCESSING OF COMPLAINTS FROM 8888 CITIZENS' COMPLAINT CENTER, CONTACT  
CENTER NG BAYAN, DEPED PUBLIC ASSISTANCE ACTION CENTER, AND OTHER PUBLIC  
ASSISTANCE CHANNELS**

Attention is invited to the first paragraph, the enclosed guidelines on the Processing of Complaints From 8888 Citizens' Complaint Center, Contact Center ng Bayan, Deped Public Assistance Action Center, and Other Public Assistance Channel. For your information, guidance, and reference.

**VILMA D. EDA, CESO V**  
Schools Division Superintendent



Address: Mena Crisologo St. corner Rivero St., Brgy. IX, Vigan City, Ilocos Sur  
Telephone No: (077) 722-20-23 / (077) 632-05-33  
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No. 1718 s. 2024

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3. For further information and inquiries, please contact the PAU at (072)682-2324 local 106 or email at [pau.region1@deped.gov.ph](mailto:pau.region1@deped.gov.ph)
4. For guidance and strict compliance.

**TOLENTINO G. AQUINO**  
 Director IV

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 Reference: DepEd Memo No. 46, s. 2022  
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COMPLAINTS  
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ORD-PAU/jds/ProcessingofComplaints  
 December 17, 2024



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## ENDORSEMENT OF IMPLEMENTING GUIDELINES

This committee endorses for approval the **implementing guidelines** drafted by **Mrs. Joanna Sabado**, Public Development Officer II, of the **Public Affairs Unit (PAU)** under the office of the Regional Director, DepEd Regional Office I, relative to the **"PROCESSING OF COMPLAINTS FROM 8888 CITIZENS' COMPLAINT CENTER, CONTACT CENTER NG BAYAN, DEPED PUBLIC ASSISTANCE ACTION CENTER, AND OTHER PUBLIC ASSISTANCE CHANNELS"** which have undergone the review and evaluation process of the Policy Review and Development Committee (PRDC) this 24<sup>th</sup> day of September 2024.

**ARLENE A. NIRO**

Chief, Curriculum & Learning Mgmt. Div.  
 Member, Policy Review and Development Committee

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Chief, Policy, Planning and Research Div.  
 Co-Chairperson, Policy Review and Development Committee

**RHODA T. RAZON, Ed.D.**

Director III, Office of the Asst. Regional Dir.  
 Chairperson, Policy Review and Development Committee

Approved:

**TOLENTINO G. AQUINO**

Director IV, Office of the Regional Director  
 Adviser, Policy Review and Development Committee





Republic of the Philippines  
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**PROCESSING OF COMPLAINTS FROM 8888 CITIZENS' COMPLAINT CENTER,  
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**GENERAL PROVISIONS**

**I. RATIONALE**

In compliance with Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 and Memorandum Circular No. 2019-002 of the Anti-Red Tape Authority otherwise known as the Guidelines on the Implementation of the Citizen's Charter in compliance with RA 11032, the Department of Education (DepEd) released DepEd Memo No. 46, s. 2022 titled Designation of Regional and Division Public Assistance Coordinators.

Likewise, relative to Executive Order No. 06, titled "Institutionalizing the 8888 Citizen's Complaint Hotline (8888 Hotline) and Establishing the 8888 Citizens' Complaint Center (CCC)", DepEd Regional Office I (RO I) establishes guidelines to ensure that the operations, workflow, and processes of facilitating citizen's complaints and public assistance are acted and responded within the prescribed 72-hour period.

In 2022, all 73 complaints from the 8888 Hotline and Civil Service Commission (CSC) Contact Center ng Bayan (CCB) were resolved. In 2023, a total of 154 tickets from the 8888 Hotline and CSC-CCB were facilitated, with a resolution rate of 100% while a compliance rate of 40% was recorded.

The compliance rate is the percentage of tickets acted upon or closed within the 72-hour prescribed period to take action on complaints. Despite achieving a 100% resolution rate for the last two years, the need to improve the compliance rate is of immediate concern. Both resolution and compliance rates are requirements under the Citizen/Client Satisfaction Results for the grant of Performance-Based Bonus for FY 2023.

**II. SCOPE**

This guideline contains the process flow in dealing with citizens' complaints lodged through the 8888 Citizen's Complaint Center, CSC-CCB, Presidential Action Center (PACe), DepEd Public Assistance Action Center (PAAC), and other identified platforms of feedback mechanism. It presents the composition of the Regional Public Assistance Team and Division Public Assistance Teams, and their roles and functions.

This shall assist the Regional Public Assistance Coordinator (RPAC), Alternate RPAC, Division Public Assistance Coordinators (DPACs), Regional and Division Legal



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3. **Division Legal Officer/Legal Officer Designate** shall assist the DPAC in acting on complaints, grievances, and concerns of the clientele received by their office.

**D. SCHOOL HEAD**

The School Head shall:

- facilitate all concerns received or referred by the DPAC, involving their school, which include 8888 CCH, CCB, PAcE, DepEd PAAC, and other public assistance channels;
- monitor all concerns referred by the DPAC and submits the response and/or action taken of the referred complaints within the prescribed period; and
- coordinate with the DPAC and provide feedback, if necessary.

**E. RECORDS KEEPING**

The PAU (RPAC/ ARPAC) and DPACs shall create and maintain accurate and reasonably complete records of important information in appropriate formats, and implement a records management system that facilitates easy identification, retrieval, and monitoring of all 8888, CCB, PAcE, ARTA, PAAC tickets and other issues and concerns received and facilitated.

**F. TURNAROUND TIME**

- A citizen's concern lodged through any communication channel shall have a concrete and specific answer or action within **72 hours** upon receipt of the ticket in the Regional Office. This encompasses the duration from the receipt of the ticket until its recommendation for closing upon submission of the response or action taken.
- A concrete and specific answer or action shall be a clear, exact, and relevant response to the concern. It must be real and factual, tangible as it exists and is already undertaken.

**MISCELLANEOUS PROVISIONS**

**V. MONITORING AND EVALUATION**

An online database or tracker will be utilized to reflect tickets received, referred to, acted upon or closed. DPACs can access the tracker to monitor referred tickets regularly, including its status. A summary of the resolved and pending cases of each SDO will be submitted to the Office of the Regional Director bi-annually, July and December of each year.