Grievance Management Process for SLP

The Grievance Management Process of RPMO facilitate the request of individual client/s. All program related grievances received by the office filed through the different channels including the SLP NPMO.

Office or Division:	Sustainable Livelihood Program – Regional Program Management Office
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	All DSWD FOs, DSWD OBSUs, or other Agencies/Institutions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Copy of filled-up SLP Grievance Form – for walk-in clients; 2. One (1) Copy of complaint letter received from OBSUs, NGAs, NGOs, concerned citizen, social media and others; and 3. One (1) Photocopy each of supporting documents - Clients Testimony - Witness Testimony (if necessary) - Barangay/ Police Report (if necessary)	Sustainable Livelihood Program Help Desk Ground floor. 389 San Rafael St. Legarda Sampaloc Manila

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Activities to be undertaken by the SLP-RPMO:				
1. The clients shall ratify or concur on the Data Privacy Consent's content. *Proceed to customer step number 2 after approval.*	1.1 Explain to and request the client to sign or place his/ her thumb mark on the Data Privacy Act (DPA) of 2012. *Brief orientation on the SLP Processes*	None	3 minutes	*Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program*
2. Fill-up the walk-in logbook	2.1 Instruct he client to register in the Walk-in client's log book.	None	2 minutes	*Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program*
	2.2 Conduct the initial interview on the complaint		10 minutes	
3. Fill-out the SLP Grievance Form	3.1 Request the client to fill out the SLP Grievance Form	None	10 minutes	*Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program*

	3.2 Validate any lacking information of the client/s as necessary		3 minutes	
4. Received the Walk-in Client Slip	4.1 Issue SLP Walk-in Client Slip	None	3 minutes	*Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program*
	4.1.1 Certify that clients appeared at the SLP Field Office			
5. Fill-out the CSMF	5.1 Request the client to fill-out the Client Satisfaction Measurement Form	None	5 minutes	*Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program*
	5.2 Encode clients/s profile in the SLP Referral Management System (SLP GMS)	None	5 minutes	*Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program*
	5.3 Classify the complaint/ grievance	None	3 minutes	*Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program*
	5.4 Validate if the findings are valid. If invalid, notify the concerned process owner for the invalid findings, and validate lacking information of the client/s as necessary.	None	10 minutes	*Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program*
	5.5 Encode the details in the SLP GMS and EDTMS	None	6 minutes	*Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program*
	5.6 Refer/ Endorse the Grievance for verification to concerned DSWD Field Offices, OBSUs, NGAs, NGOs, CSOs and other institutions.	None	8 hours	*Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program*

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	5.7 Monitor and follow-up feedback/ updates to concerned FOs	None	3 days (simple) 7 days (complex) 10 days (highly technical)	*Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program*
	5.8 Classify the complaint/ Grievance	None	3 minutes	*Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program*
For Grievances at the SLP – Regional Level				
	1.1 Processing of Grievance For Non - Cognizable Grievance (simple transactions) does not require verification The GRMO shall provide technical assistance, explain and orient on program implementation	None	7 days	*Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program* *Fact Finding Team*
	For Cognizable Grievance (Highly Technical Transactions) The SLP Regional Management Committee shall convene to manage and decide the resolution of the grievance. For grievances that need further assessment, the SLP Regional Grievance Management Committee (RMGC) shall collaborate to include the deployment of	None	10 days	*Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program*

| | Fact-finding Team.

Gather data and other essential information in order to determine the reasons/ factors that trigger the filing oof grievance. | | | |
|---|---|---|---|---|
| | 1.2 The Fact-finding team shall conduct field visit for assessment/ validation, investigation and other duties and responsibilities under GMP. | None | 3 days | *Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program* |
| | 1.3 Include in the feedback other essential information, reasons or factors that trigger the filling of grievance | None | 3 days | *Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program*

Fact-finding Team |
	1.4 Provide recommendation and decision for endorsement to concerned OBSUs towards the resolution of the grievance	None	1 day	*Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program*
	1.5 Provide feedback to the complainant on the action taken	None	1 day	*Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program*
	1.6 The SLP RGMC shall endorse unresolved grievances to the DSWD FO Regional Grievance Committee for resolution	None	1 day	*Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program*
	1.7 The SLP RGMC shall endorse gathered	None	1 day	*Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program*

	information/ documentation to Management (FO RGMC/AG-AC/RD)		2 days	
	1.7.1 Endorse the gathered documentation for submission to the Office of the Secretary			
	1.7.2 Process the gathered SLP RGMS information or documentation based on the existing guidelines

LGU Employees – endorse to the Local Government Unit-Local Chief Executives | | | |
	1.7.3 Endorse SLP RGMS information/ documentation in the form of Grievance Management Report to the Regional Director for action			
	1.7.4 Endorse SLP RGMS information/ documentation in the form of Grievance Management Report for Submission to the Regional Director following the RA No. 6713 And to the DSWD Regional Grievance Committee.			
	1.8 Issuance of Resolution based	None	2 days	*Mr. Salvador S. Yulas*

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	on the decision by the authority If Resolution was issued by the: PC/CC – appeal processed by the SLP RGMC SLP RGMC or SP RPMO – the appeal shall be processed by the SLP RPMO GMC SLP NPMO GMC – appeal process by Office of the Secretary or OBSUs concerned.			*PDO II, Sustainable Livelihood Program*
	1.9 Monitor the status of newly resolved grievances to ensure that recommendation provided are properly executed and followed by the involved persons/ parties	None	1 day	*Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program*
	1.9.1 Encode in the SLP Grievance Tracker			
For Grievances at the SLP Provincial/ Cluster Level				
	1.9 Processing of Grievance For Non-Cognizable Grievance (simple transactions) The Non-Cognizable (invalid) grievance does not require verification	None	7 working days	*Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program* *Fact-finding Team*

	The GRMO shall provide technical assistance, simple explanation and orientation on the program implementation.			
	For cognizable Grievance (highly technical transactions) The SLP Regional Grievance Management Committee shall convene to manage and decide the resolution of the grievance For grievances that need further assessment, the SLP Regional Grievance Management Committee (RMGC) shall be activated to include the deployment of Fact-finding Team	None	10 days	*Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program* *Fact-finding Team*
	1.1.1 Gathering of data and other essential information in order to determine the reasons/ factors that trigger the filling of grievance			
	1.2 Assess grievances and sort based on the validity or gravity	None	1 day	*Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program*
	1.2.1 Ensure the accomplished			

	forms, prepare letters of acknowledgement			
	For Non-cognizable Grievance (invalid) does not require verification			
	1.2.2 Encode in the Database			
	1.3 Non-Cognizable Grievance (simple transactions)	None	1 day	*Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program*
	1.3.1 The PGMO shall provide technical assistance, explain and orient on program implementation			*Fact-finding Team*
	1.4 Endorse all major grievances to RPMO	None	1 day	*Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program*
	1.5 gather data and other essential information to determine the reasons or factors that trigger the filling or grievance	None	4 days	*Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program*
	1.6 Endorse data gathered and other essential information to the RPMO	None	1 day	*Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program*
	1.7 Provide feedback to the complainant on the actions taken	None	1 day	*Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program*
	1.8 Monitor the status of newly resolved grievances to ensure that recommendation provided are	None	1 day	*Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program*

	properly executed by the involved persons/parties			
	1.8.1 Encode in the SLP Grievance Tracker			
For Grievances at the SLP Municipal Level				
	1.1 Assess grievances (e.g., involvement of PDO) and sort based on the validity or gravity	None	2 hours	*Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program*
	1.1.1 Secure the accomplished forms, prepare letter of acknowledgement			
	1.1.2 Encode to the Database			
	1.2 Non-Cognizable Grievance (simple transactions) The FPDO shall provide technical assistance, explain, and orient on program implementation	None	3 days	*Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program*
	1.3 Endorse all major grievances to the RPMO	None	1 day	*Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program*
	1.4 Gather data and other essential information to determine the reasons or factors that trigger the filling of grievance	None	1 day	*Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program*
	1.4.1 The PGO shall check the involvement of the PDO			

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	1.5 Provide feedback to the complainant on the action taken	None	1 day	*Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program*
	1.6 Monitor the status of newly resolved grievances to ensure that recommendation provided are properly executed by the involved person/s parties.	None	1 day	*Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program*
	1.6.1 Encode in the SLP Grievance Tracker			
TOTAL	**Activities to be undertaken by the SLP-RPMO**	**NONE**	**Simple – Complex – 4 to 8 days, 1 hour** **Highly Technical – 11 days, 1 hour**	
	For Grievances at the SLP – Regional Level		**30 days**	
	For Grievances at the SLP – Provincial/ Cluster Level		**27 days**	
	For Grievances at the SLP – Municipal/ City Level		**7 days, 2 hours**	

*The processing of grievances is based on the Guidance Note on the Grievance Management Process of the Sustainable Livelihood Program