

## **Procedure in Filing a Complaint**

1. The complainant may present his complaint orally at first instance to his immediate supervisor, who shall within three (3) working days from the date of the presentation, resolve the complaint at his level by hearing both parties involved and informing them orally of his decision.

2. If the complainant is not satisfied with the decision of immediate supervisor, he may file his grievance in writing (in triplicate copies) through channel to the next higher supervisor/disciplining authority, who shall within five (5) working days from the date of receipt of the written complaint shall conduct a preliminary investigation and hearing of the case.