



Republic of the Philippines
Department of Education
DIGOS CITY DIVISION

OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT

DIVISION MEMORANDUM

OSDS-2025- 257

To : **Public School Heads
Identified Division Personnel
All Others Concerned**

Subject : **ATTENDANCE TO THE CAPACITY BUILDING ON
ENHANCING SCHOOL-LEVEL GRIEVANCE HANDLING
AND COMPLAINT MANAGEMENT FOR PUBLIC
SCHOOL HEADS**

Date : **August 26, 2025**

1. In line with the Department of Education's commitment to promote a responsive and transparent education system, this Division announces the conduct of the **Capacity Building on Enhancing School-Level Grievance Handling and Complaint Management** for Public School Heads in Digos City.
2. This activity aims to equip school heads with appropriate knowledge, skills, and strategies in addressing and managing grievances and complaints within their respective school communities in accordance with DepEd policies and existing legal frameworks.
3. The capacity building will be conducted on the following schedule:
 - **Date:** August 28-29, 2025
 - **Venue:** Sky Garden, Balutakay, Bansalan, Davao del Sur
4. All public school heads in the Division of Digos City are **required to attend** the said activity. Moreover, the members of the technical working group are as follows:
 1. Atty. Clarisse Joy C. Arnaez-Llaban – Attorney III
 2. Japheth Algen Genita – Technical Assistant II
 3. Jose Israel Maravilles – Project Development Officer I





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4. Daisy Jane P. Sanoy – Nurse II
5. For the detailed schedule, the program for the above-mentioned activity is attached herewith in this Memorandum.
6. Travel expenses and other incidental expenses relative to the participation of school heads shall be charged against local funds or School MOOE, subject to the usual accounting and auditing rules and regulations.
7. Immediate dissemination of and compliance with this Memorandum is desired.

MELANIE P. ESTACIO, PhD., CESO VI
Schools Division Superintendent

DepEd Schools Division of Digos City
RECORDS SECTION
RELEASED
DATE: AUG 27 2025 TIME: 1:07 pm
BY: _____



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Program

10:30AM - 11:00AM

Registration and Participant Arrival

- Participants arrive and register for the workshop.
- They are welcomed by the event organizers and provided with workshop materials.

11:00AM - 12:00AM

Welcome and Event Introduction

- Welcome address from the host or event organizer.
- Brief introduction about the objectives and benefits of the workshop.
- Introduction to the importance of budgeting, basic budgeting techniques, and money management strategies.

12:00PM - 1:00PM

Break and Networking

- Participants take a short break, grab coffee or tea, and network with fellow attendees.

1:00PM - 2:00PM

Session 1

Atty. Glein Mark L. Bodiongan

- Understanding Grievance and Complaint Mechanisms in Schools
- Distinguishing between complaints, grievances, and conflicts

2:00PM - 3:00PM

Session 2

Atty. Shemelyn D. Gamorot-Bilbao

- Legal and Policy Framework
- Common school-related grievances (students, parents, teachers, staff)

3:30PM - 4:30PM

Session 3

Atty. Clarisse Joy C. Amaez-Llaban

- Rights and responsibilities of learners, parents, and school personnel

4:30PM - 5:30PM

Closing and Q&A Session

- Host summarizes the key takeaways from the workshop.



Event Structure



08.30AM - 08.30AM

Preliminaries

- Participants arrive and register for the workshop.
- Welcome address from the host or event organizer.

08.30AM - 9:30AM

Session 1

Atty. Lorenza C. Pitulan

- Principles of Effective Complaint Management (Fairness, confidentiality, accessibility, and accountability; Balancing rights of complainants and respondents)

9:30AM - 10:30AM

Session 2

Atty. Immaculate G. Clark-Maliniao

- Steps in Handling Grievances (Receiving and documenting complaints; Action to the complaint)

11:00AM - 12:00PM

Session 3

Atty. Kennerly Albert R. Malinao

- Conflict Resolution and Mediation Skills for School Leaders

12:00PM - 12:30PM

Closing and Q&A Session

- Host summarizes the key takeaways from the workshop.