

Republika ng Pilipinas  
(Republic of the Philippines)  
MINISTRI NG EDUKASYON AT KULTURA  
(MINISTRY OF EDUCATION AND CULTURE)  
Maynila

October 5, 1981

MEC O R D E R  
No. 51, s. 1981

ESTABLISHING A COMPLAINT/GRIEVANCE UNIT  
IN REGIONAL AND DIVISION OFFICES

To: Bureau Directors  
Regional Directors  
Schools Superintendents  
Presidents, State Colleges and Universities  
Heads of Private Schools, Colleges and Universities

1. The responsibility of school personnel, especially teachers, in the preparation of children and youth for good citizenship, and their professional as well as personal concerns, bear heavily upon the morale of such personnel. And morale is central to the effectiveness and efficiency of their performance. Their morale must therefore be maintained at an optimum level. To a large degree this can be attained by attending in earnest to their legitimate complaints and/or grievances.
2. Accordingly, it is desired that there be established in each regional office and each division office a small unit that will immediately attend to and act on complaints and/or grievances of school personnel, including particularly school teachers. This unit shall function in conformance with pertinent laws, rules and regulations. However, the proper unit or section in the regional or division office should handle the legal aspect of any complaint and/or grievance in the usual manner prescribed by statutes and regulations, and the complaint/grievance unit should extend such cooperation and assistance as may be requested.
3. The complaint/grievance unit should be headed preferably by a supervisor or other officer of proven ability in human relations.
4. An account of the accomplishment of this unit should be included in the annual report of the regional director and that of the schools superintendent.
5. This MEC Order takes effect immediately.

(SGD.) ONOFRE D. CORPUZ  
Minister

Reference: N o n e

Allotment: 1-2-3-4--(D.O. 1-76)

To be indicated in the Perpetual Index under the following subjects:

OFFICIALS	-RULES & REGULATIONS
REPORT	TEACHERS