



BOARD RESOLUTION NO. 4

Series of 2026

**A Resolution Adopting the Official Grievance Form and Establishing the
Grievance Reporting and Resolution Mechanism of the Quezon City University
Supreme Student Council**

WHEREAS, the Quezon City University Supreme Student Council (QCU-SSC) recognizes the importance of establishing an accessible, organized, responsive, and student-centered mechanism through which students may raise their grievances, concerns, complaints, suggestions, and other matters affecting their student experience;

WHEREAS, the QCU-SSC initiated the “**QR Submission | Your Voice Matters**” **Grievance Form** on October 27, 2025, as an accessible digital platform through which students may submit their grievances, concerns, complaints, suggestions, and other student-related matters to the Council;

WHEREAS, the said Grievance Form provides students with a convenient and centralized channel for reporting concerns involving student welfare, academic matters, university services, campus facilities, student organizations, administrative concerns, and other matters falling within the appropriate jurisdiction of the QCU-SSC

WHEREAS, the QCU-SSC recognizes the importance of having a formal grievance reporting and resolution mechanism that provides a clear process for the receipt, documentation, assessment, referral, monitoring, and appropriate resolution of concerns raised by the student body;

WHEREAS, the QCU-SSC likewise recognizes the importance of providing students with an accessible means of reporting lost and found items within the University premises as part of its student support and service initiatives;

WHEREAS, the Lost and Found component incorporated within the QR Submission mechanism provides students with a means to report lost belongings, submit information regarding found items, and assist in facilitating the identification and proper return of belongings to their rightful owners;

WHEREAS, the centralized digital submission mechanism promotes accessibility, efficiency, accountability, transparency, and responsiveness in receiving and addressing concerns raised by students;

WHEREAS, all grievances, concerns, complaints, suggestions, and other submissions received through the Official Grievance Form shall be properly documented, reviewed, assessed, and referred to the appropriate SSC officer, committee, University office, or concerned authority when necessary and within the proper scope of authority;

WHEREAS, the QCU-SSC recognizes the importance of maintaining confidentiality, exercising due discretion, and observing fairness and proper handling of personal information, complaints, reports, and other sensitive information submitted through the grievance mechanism, subject to applicable University policies, rules and regulations, and existing laws;

WHEREAS, the establishment of a formal grievance reporting and resolution mechanism institutionalizes the QCU-SSC's commitment to responsible governance, accountability, transparency, student welfare, and meaningful student participation;



QUEZON CITY UNIVERSITY
SUPREME STUDENT COUNCIL
673 Quirino Highway, San Bartolome, Novaliches, Quezon City



NOW, THEREFORE, BE IT RESOLVED, that the Quezon City University Supreme Student Council (QCU-SSC) hereby formally **adopts the “QR Submission | Your Voice Matters” Grievance Form**, initiated on October 27, 2025, as the **Official Grievance Form of the QCU-SSC** for receiving and documenting student grievances, concerns, complaints, suggestions, and other student-related submissions;

RESOLVED FURTHER, that the QCU-SSC hereby **establishes a Grievance Reporting and Resolution Mechanism** through which grievances and concerns submitted by students shall undergo appropriate receipt, documentation, assessment, referral, monitoring, coordination, and follow-up, as may be necessary;

RESOLVED FURTHER, that the Official Grievance Form shall be made accessible to the student body through an appropriate QR code and/or other official digital platforms of the QCU-SSC;

RESOLVED FURTHER, that grievances, concerns, complaints, and other submissions received through the Official Grievance Form shall be properly received, documented, reviewed, assessed, and acted upon or referred to the appropriate SSC officer, committee, University office, or concerned authority, depending on the nature and scope of the matter;

RESOLVED FURTHER, that the QCU-SSC shall establish appropriate procedures for monitoring, documenting, coordinating, and following up on submitted grievances to ensure that legitimate concerns are addressed in a timely, fair, and appropriate manner;

RESOLVED FURTHER, that the Lost and Found component of the QR Submission mechanism shall be maintained as a supporting student service for the reporting, documentation, monitoring, and coordination of lost and found items within the University premises;

RESOLVED FURTHER, that Lost and Found reports shall be properly documented and coordinated with the appropriate SSC officer, University office, or concerned personnel to facilitate the identification and proper return of belongings to their rightful owners;

RESOLVED FURTHER, that the QCU-SSC shall observe confidentiality, data privacy, fairness, due process, and proper handling of information in receiving and processing grievances, concerns, complaints, and other submissions;

RESOLVED FURTHER, that the submission of a grievance or complaint shall not automatically constitute a finding or determination against any person, office, organization, or entity, and that appropriate verification, assessment, and coordination shall be undertaken when necessary;

RESOLVED FURTHER, that grievances and concerns beyond the authority or jurisdiction of the QCU-SSC shall be appropriately referred to the concerned University office or authorized authority, consistent with applicable University policies, rules and regulations;

RESOLVED FINALLY, that this Resolution shall take effect upon its approval by the appropriate authority and shall form part of the official records, policies, and institutional mechanisms of the Quezon City University Supreme Student Council.

WITNESS OUR HANDS this 25th day of October, 2025, Quezon City, Philippines.

PROPOSED FINALLY, that this Resolution shall take effect immediately upon its approval by the appropriate authorities of Quezon City University.

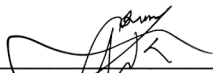


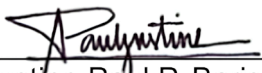
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SUPREME STUDENT COUNCIL

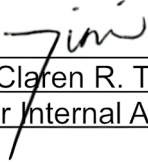
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BOARD ACTION:

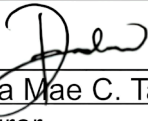
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Name: <u>Marc Karell B. Baculi</u>
Position: <u>President</u>

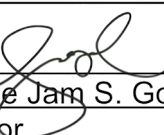
Signature: 
Name: <u>Justine Paul P. Baris</u>
Position: <u>VP for Operations</u>

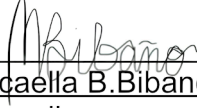
Signature: 
Name: <u>Kris Claren R. Tinio</u>
Position: <u>VP for Internal Affairs</u>

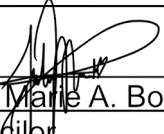
Signature: 
Name: <u>Jhan Mark S. Costillas</u>
Position: <u>VP for Internal Affairs</u>

Signature: 
Name: <u>Aira Mae B. Maiso</u>
Position: <u>Executive Secretary</u>

Signature: 
Name: <u>Juliana Mae C. Taculao</u>
Position: <u>Treasurer</u>

Signature: 
Name: <u>Ariette Jam S. Gonzales</u>
Position: <u>Auditor</u>

Signature: 
Name: <u>Micaella B. Bibano</u>
Position: <u>Councilor</u>

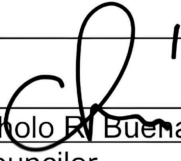
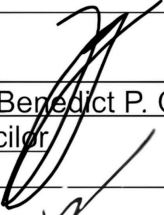
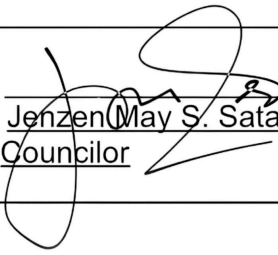
Signature: 
Name: <u>Julia Marie A. Bonaobra</u>
Position: <u>Councilor</u>



QUEZON CITY UNIVERSITY
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673 Quirino Highway, San Bartolome, Novaliches, Quezon City



Signature: 
Name: <u>Cholo R. Buenaventura</u>
Position: <u>Councilor</u>
Signature: 
Name: <u>Paul Benedict P. Camacho</u>
Position: <u>Councilor</u>
Signature: 
Name: <u>Jozef Benedict D. Jacob</u>
Position: <u>Councilor</u>
Signature: 
Name: <u>Dave R. Salavante</u>
Position: <u>Councilor</u>
Signature: 
Name: <u>Jenzen May S. Satajo</u>
Position: <u>Councilor</u>