



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



GRIEVANCE

MANUAL 2025-2026





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Revision History

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FOREWORD

The **Grievance Committee** is one of the standing committees of the **Quezon City University Supreme Student Council (QCU SSC)**, as established under **Article XI, Section 1** of the SSC Constitution and By-Laws. The committee is mandated to handle all concerns related to **student complaints, peace and order issues, conflict resolution, and grievance documentation**.

The Grievance Committee serves as the primary body responsible for receiving, assessing, validating, and endorsing student concerns to the appropriate University offices. It ensures that all complaints are addressed promptly, fairly, and with strict confidentiality, while upholding the rights and welfare of the student body.

This manual provides a standard **operational guide** for all members and officers of the **QCU SSC – Grievance Committee**. It aims to establish clear procedures, promote accountability, and maintain transparency in managing student concerns. Furthermore, it upholds the SSC's core values of **service, integrity, justice, and responsible governance**, in line with the SSC Constitution.





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Section I. Purpose

The Implementing Rules and Regulations (IRR) aim to establish clear, fair, and efficient procedures for receiving, evaluating, resolving, and documenting student grievances within the Quezon City University Supreme Student Council (SSC).

This IRR ensures that all concerns are addressed with transparency, integrity, and confidentiality, while promoting the welfare and rights of all QCU students.

Section II. Scope

These guidelines apply to:

- a. All members of the SSC Grievance Committee, including the Councilor, Deputy Secretary and Grievance Committees. .
- b. All grievance-related processes handled by the SSC, including complaint intake, evaluation, mediation, investigation, resolution, and lost and found.
- c. All student concerns and complaints related to SSC programs, services, activities, officer conduct, or student welfare matters under SSC jurisdiction.
- d. All records, documents, evidence, and communication submitted, received, or generated in relation to grievance cases.
- e. Interactions with complainants, respondents, witnesses, SSC officers, university departments, and external partners for the purpose of resolving grievances.
- f. Confidentiality and data protection protocols that govern the handling, storage, and release of grievance-related information.

Section III. Definition of Terms

- a. **Grievance** – Any concern, complaint, or dissatisfaction raised by a student regarding SSC-related matters or student welfare concerns under SSC jurisdiction.
- b. **Complainant** – The student who files a grievance.
- c. **Respondent** – The individual(s) or group(s) against whom the grievance is filed.
- d. **Grievance Committee** – A duly established body under SSC tasked to receive, investigate, and recommend solutions to grievances.
- e. **Mediation** – A voluntary process facilitated by the Committee to settle disputes amicably.





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- f. **Resolution** – A written action or recommendation issued by the Committee after due investigation.
- g. **Confidentiality** – The obligation of the Committee to protect all information and identities involved in the grievance.

Section IV. Governance Structure

The Grievance Committee operates under an impartial and organized leadership system designed to ensure fairness, transparency, and accountability in addressing student concerns and SSC-related issues.

a. *Councilor for Grievance*

- a.1. Actively receive and address student concerns and complaints gathered from the Grievance Form ensuring prompt acknowledgment and proper documentation.
- a.2. Conduct evidence-gathering and verification related to issues raised by students and SSC members, ensuring that all information collected is accurate, substantial, and handled with confidentiality.
- a.3. Perform initial investigations on reported concerns and prepare clear, organized findings to be endorsed to the appropriate University Administrators for action.
- a.4. Ensure the protection and anonymity of students involved throughout the investigation process—up to the formal submission of the complaint to the proper offices—by following ethical standards and confidentiality protocols.
- a.5. Prepare and submit periodic committee reports, updates, and recommendations to the Council, ensuring transparency, accountability, and continuous improvement in the grievance-handling process.

b. *Deputy Secretary*

- b.1. Render updates and written reports to the Councilor/Committee Head regarding all grievance-related activities, student concerns, and ongoing cases.





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b.2. Assume the duties of the Committee Councilor in their absence, ensuring continuous operation of grievance handling, documentation, and coordination.

b.3. Monitor and record the attendance of all committee members during regular meetings, special meetings, and grievance-related activities.

b.4. Track and document all committee milestones, including resolved cases, submitted reports, investigations conducted, and initiatives under the Peace and Order/Grievance Committee.

b.5. Prepare and maintain minutes of meetings for all committee gatherings and draft SSC-related letters, communications, and updates relevant to grievance work.

b.6. Maintain organized records and relevant information about committee members, including roles, contributions, and participation.

b.7. Perform other duties assigned by the SSC President and the Committee Councilor, especially those related to grievance processing, documentation, and peace-and-order initiatives.

c. *Grievance Committees*

There shall be Council of Leaders whom shall perform the following:

c.1. The Council of Leaders is responsible and has the obligation to call for a special general assembly.

c.2. Prepare and recommend to the Executive Council annual plans and programs and hear reports from the Executive Council.

c.3. Perform other duties and responsibilities assigned by the SSC president and Councilor of their committee.





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Section V. General Qualification -

- a. Be a bona fide student of QCU in good standing (Article III, Section 1 & 2, SSC Constitution).
- b. Pay the membership fee of P50.00 or any amount as approved by the current officials (Article III, Section 3, SSC Constitution).
- c. Must possess strong ethical conduct, confidentiality, and professionalism in handling sensitive student concerns and complaints.
- d. Must have good communication and interpersonal skills necessary for interacting with students, faculty, and administrators during investigations.
- e. Must be willing to undergo orientation or basic training related to grievance handling, conflict resolution, and documentation.
- f. Must be capable of maintaining impartiality and fairness when dealing with issues filed before the committee.
- g. Must be committed to attend regular meetings, investigative procedures, and required committee activities.

Section VI. General Requirements

- a. Submit a formal application and must be a passer upon recruitment period.
- b. Attend mandatory orientations and training sessions.
- c. Maintain academic performance in accordance with QCU standards.
- d. Comply with all SSC policies, including payment of membership dues, attendance and participation in all programs (Article IV, Section 1, SSC Constitution).

Section VII. Roles & Responsibilities

- a. Take charge of all the students' concerns and complaints based on the Grievance desk and suggestion/comments box located at the Supreme Student Council Office.
- b. Gathering substantial evidence regarding the issues concerning the complaints of the students and members of the Council.
- c. Make investigation on the concerns of the students to be transmitted to University Admins.
- d. Take full responsibility on the students' identification during the investigation period up to the filing of the complaint to the proper addressees.
- e. Render periodic committee reports.





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Section VIII. Rights & Privileges

All the members have the right and are entitled to the following privileges:

- a. Vote and be voted upon
- b. Participate in all activities of QCU SSC
- c. Make suggestions, proposals, and recommendations and file motions.
- d. Participate in the formulation of policies, program development and action plans.
- e. Propose amendments.
- f. Avail due process before any sanction is impose
- g. Represent the organization.
- h. Receive and access documents and information on policies, programs, records, and finance reports of the organization.
- i. Assess the performance of the officers and fellow members. (Article V, Section 1, SSC Constitution

Section IX. Grievance Guidelines

General Guidelines

1. All students, faculty members, non-teaching personnel, and recognized student organizations of Quezon City University (QCU) may avail of the Grievance Mechanism to address their concerns, complaints, suggestions, or lost-and-found reports in a timely and organized manner.

Issues subject to the Grievance Mechanism under this guideline shall include, but are not limited to:

- a. Academic concerns;
- b. Administrative issues
- c. Student welfare matters;
- d. Organizational or event-related concerns;
- e. Misconduct, unfair treatment, or violation of university policies;
- f. Suggestion for improvement; and
- g. Report involving lost or found personal items.

2. The following issues are EXCLUDED from the scope of this grievance mechanism:

1. Matters requiring legal intervention or involving potential violations of national law;





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2. Safety and security cases that must be addressed by the Campus Security Office;
 3. Serious disciplinary offenses covered by the Student Handbook;
 4. Conflicts between external parties not related to QCU; and
 5. Concerns already resolved or previously decided with finality.
3. To implement the Grievance Mechanism, the following bodies shall be created:
- a. Grievance Councilor;
 - b. Grievance Deputy Secretary responsible for receiving, documenting, and endorsing case;
 - c. Grievance Committees
4. All parties involved in a grievance shall observe fairness, respect, and confidentiality throughout the process.
5. The decision or resolution issued by the appropriate Grievance Committee shall be considered final, unless an appeal is allowed under specific sections of this guideline.

Specific Guidelines

A. Filing of Grievance

A student, Officer, or COL may file a grievance if they have a concern or complaint involving unfair treatment, improper procedures, or any issue that affects organizational operations or relationships

1. The grievance must be filed in written form using the official Grievance Form of the SSC [Link ng Gform].
2. Written complaint must include: Full name of the complainant
 - Date and time of the incident
 - Complete narrative of the issue
 - Individuals involved
 - Supporting evidence (screenshots, videos, documents, etc.)

3. All information must be truthful, accurate, and treated with strict confidentiality.

B. Initial Assessment





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1. The grievance shall be received by the Grievance Councilor or the designated officer.
2. The officer shall evaluate whether the grievance is
3. Valid Has sufficient basis
4. Within the authority/jurisdiction of the SSC
5. If details are incomplete, the complainant may be asked to provide additional information.
6. The initial assessment must be completed within 3-5 working days.

C. Investigation Process

1. A Grievance Investigation Panel composed of three (3) neutral and non-involved officers/COLs shall be formed.
2. The panel shall conduct the following steps:
 - a. Interview the complainant
 - b. Interview the respondent
 - c. Gather and validate evidence
 - d. Request witness statements (if available)
3. Due process must be observed at all times.
4. The investigation must be completed within 7-14 working days, depending on the complexity of the case.

D. Resolution and Decision

1. After the investigation, the panel shall prepare a written report containing the findings, conclusions, and recommended actions.
2. The final decision must be:
 - Fair
 - Impartial
 - Evidence-based
3. Possible resolutions include: Written warning
 - Mediation or settlement
 - Corrective actions
 - Administrative sanctions (as stated in the IRR/Constitution).

Section X. Leave of Absence

A. Qualifications





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1. Only active and officially recognized members or officers may apply for a Leave of Absence (LOA).
2. The applicant must be in good standing, with no ongoing disciplinary case, suspension or pending deliverables in the council.
3. The request must be supported by a specific and legitimate reason, such as medical needs, academic requirements, family matters, emergencies, or Vacation Leave.
4. Supporting documents must be submitted when required (e.g., medical certificate, school letter or any valid documents)
5. Applicants must file within the required timeframe and remain reachable unless the nature of the leave prevents it (e.g., medical confinement).

B. Types of Leave & Filing Procedures

1. Regular Leave
 - a. Filed at least 48 hours before the absence.
 - b. Must include complete details: name, date/s of leave, reason, and supporting documents if needed.
 - c. Limited to three (3) consecutive days unless upgraded to Long-Term Leave with proper documentation.
2. Long-Term Leave
 - a. Absence exceeding three (3) consecutive days and maximum of 1 week.
 - b. Filed at least 48 hours before the absence.
 - c. Must include proper documentation (medical note, school letter, etc.).

C. Approval, Conditions, and Restrictions

1. All LOA requests must be approved by the **QCU-SSC President, QCU-SSC Vice President for Operations, QCU-SSC Vice President for Internal Affairs, QCU-SSC Vice President for External Affairs, and QCU-SSC Executive Secretary.**
2. Members are **excused only** within the dates stated in the approved LOA.





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3. Failure to file an LOA results in the absence being marked unauthorized, with corresponding consequences.
4. Members **may not exceed one (1) LOA** per semester without approval.
5. LOA cannot be used to avoid responsibilities during major events, evaluations, or required activities.
6. The organization reserves the right to deny or modify an LOA request if it affects operations, manpower, or event preparation.
7. Any changes or cancellations to an approved LOA must be reported 24 hours before, unless due to emergencies.

Section XI: Termination

Any member of QCU SSC may be terminated by the Legislative and Executive Council provided the following conditions:

- a) Exceeding two (2) suspensions
 - b) Willful and culpable violations of the SSC CBL
 - 9c) Gross negligence
 - d) Acts of maliciousness.
 - e) Leakages of confidential information such as important meetings, documents, activity plans, screenshots, photos, videos, screen recordings, and minutes of the meeting.
 - f) Organizing events/gatherings without the approval of the Executive Council.
- Before any disciplinary action takes effect, the due process shall be observed. (Article III, Section 4.2, SSC Constitution)

Section XII: Suspension

Any member of QCU SSC may be suspended by the Legislative and Executive Council provided the following conditions:

- a) For acts grossly inimical to the interest of the SSC
- b) For gross violation of any of the provisions of these guidelines and policies.
- c) Absent for three (3) consecutive meetings without acceptable reason and approval of the





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Committee Councilors or due authority.

d) Absence for two (2) consecutive activities and/or projects assigned to the official or member,

without acceptable reason and approval of the Committee Councilors or due authority.

e) Recipients of two (2) consecutive warnings shall be subject to suspension.

f) Leakages of confidential information such as important meetings, documents, activity plans,

screenshots, photos, videos, screen recordings, and minutes shall be subject to immediate

disciplinary warning. However, before any disciplinary action takes effect, the due process shall

be observed. The suspension shall not exceed 2 weeks. (Article III, Section 4.1, SSC Constitution)

Section XIII. Resignation

Any member of SSC may resign at any time upon written notice providing a valid reason and

effective date. Upon submission of the Resignation Letter, the Grievance Committee should

conduct a consultation. If the member is decided, the Grievance and Membership Committee

shall approve and sign the documents that will be issued by the member. Upon signing the

documents and the confidentiality agreement, the member will no longer be associated with

QCU - SSC. Resignation process will not be valid unless the pending tasks are properly

endorsed. Any resigned members are not allowed to join the organization for 1 academic term.

(Article III, Section 5, SSC Constitution)

Section XIV Effectivity

This Grievance Committee Manual 2025–2026 shall take effect upon approval of the Executive and Legislative Councils of the Quezon City University Supreme Student Council, and shall remain valid until amended or superseded.

Section XV. Amendments or Revisions





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The Officers whereby duly authorized by the president-executive shall then be authorized given
thereof the exclusive power to revise and amend this policy

Any amendments to or revisions to this policy may be proposed by any executive officers upon
a written request of such member, thereby stating the reasons thereto.

Any request for amendments and revisions as well as proposed amendments must initially be
reviewed by the Auditor attested by the Organization Adviser and shall then be forwarded to the QCU SSC Officers for discussion, editing, and final approval.

The QCU SSC Officers shall have the right to debunk any proposed revisions and amendments,
submitted to them by the Auditor, which are deemed unnecessary.

The final decision on any inclusions and exclusions to this policy must be determined by a
majority vote of all Officers in which the Project Head, Co-Head's is included.

Amendments to particular provisions in this policy shall be allowed provided that such
amendments shall be communicated to the concerned participants.

