



**OFFICE ORDER NO. 15 – 856**  
**Series of 2015**

**GUIDELINES ON THE FIRST LEVEL GRIEVANCE  
MECHANISM**

In the interest of the service and in line with office concerns on civility and proper office decorum, the Administrative Complaints Committee hereby recommends the following guidelines as the First Level Grievance Mechanism for all employees of the Employees' Compensation Commission (ECC), in compliance with the guidelines set forth by the Civil Service Commission under Memorandum Circular No. 2, series of 2001, Revised Policies on the Settlement of Grievances in the Public Sector:

- I. **Mediation in the Event of Complaints** - In the event of any misunderstanding between two or more employees, efforts shall be exerted towards its amicable settlement. For this reason, mediation shall serve as the first level grievance mechanism.
- II. **Mediation as Pre-requisite to Grievance** - Mediation shall serve as a prerequisite to the appropriate administrative disciplinary or grievance procedure.
- III. **Procedure for Mediation as First Level Grievance Mechanism** - In the interest of efficiency and orderliness, the following procedure shall govern in the first level grievance mechanism:
  1. **Division Chief as Mediator** - the concerned Division Chief is hereby designated as mediator in cases of misunderstanding for the purpose of the First Level Grievance Mechanism.
    - (a) Between or among employees of the same division- the concerned *Division Chief* shall serve as the Mediator between the parties.
    - (b) Between or among employees of different divisions- the complainant may choose the designated Mediator among the *Division Chiefs* involved.
  2. **Submission of Written Complaint to the Mediator** - In the event of any misunderstanding between two or more employees, the

complainant shall submit a written complaint to the designated *Mediator*.

3. ***Immediate Action by the Mediator*** - The mediator, upon receipt of the complaint, shall, within three (3) working days, arrange a meeting among the parties concerned for possible amicable settlement.
4. ***Meeting*** - The *Mediator* shall facilitate the meeting and efforts shall be exerted to settle the issues amicably. If successful, the *Mediator* shall write a written report of the incident, to be submitted to the Administrative Complaints Committee and to the Executive Director.
5. ***Written Report by the Mediator*** - At the end of the mediation, the *Mediator* shall write a written report which contains: (1) a short narration of the events as relayed by the parties and, (2) a narration of the events that have transpired during the mediation.

The report shall be submitted to the Grievance or Administrative Complaints Committee, or whichever committee is appropriate, and to the Executive Director. In case of failure of mediation, the written report shall also contain a recommendation for further action. Such recommendation will serve as a pre-requisite before a formal complaint may be entertained.

- IV. ***Successful Mediations Not to Form Part of Disciplinary Records*** - Successful mediations shall not form part of the records of any of the employees involved.
- V. ***Excluded Matters*** - The following cases shall be excluded in the Mediation:
  - a) Administrative Disciplinary Cases which shall be resolved in accordance with the prevailing CSC Rules and Regulations;
  - b) Sexual harassment cases; and
  - c) Union related issues and concerns.

For your guidance and compliance.

  
**STELLA Z. BANAWIS**  
Executive Director

November 16, 2015  
City of Makati