

Ensuring Fairness and Protection Through Employee Grievance and Support Systems



MPSU provides multiple formal channels for employees to appeal decisions on rights, pay, and performance.

One of these formal channels is the Collective Negotiation Agreement (CNA). Under **Article VIII, Sections 1 and 2**, the CNA provides employees with ways to seek redress and assistance when facing administrative concerns or workplace challenges. It serves as a robust legal aid and moral support to members involved in administrative cases, those who experience harassment, or employees who function as whistleblowers against wrongdoing. Furthermore, the agreement extends protection and assistance in the event of accidents or unforeseen incidents.

Central to these channels, **MPSU has established an institutional Grievance Machinery—a formal process for addressing and resolving work-related disputes and appeals including employee rights and/or pay.** This policy ensures that employees can voice their concerns in a structured, confidential, and impartial manner. The approval by the Civil Service Commission means its formal recognition and that the grievance machinery complies with the provisions set by CSC on the settlement of grievance in the Public Sector which MPSU belongs to.

In addition, the Performance Management Team (PMT) Policy empowers employees to appeal performance ratings through the Human Resource Management Office (HRMO).

The Rules on Administrative Cases in the Civil Service (RACCS), issued by the Civil Service Commission (CSC), outlines the procedures for filing, investigating, and resolving administrative complaints against government officials and employees. At MPSU, the RACCS serves as the backbone of its employee grievance and disciplinary processes, ensuring that all administrative actions align with national civil service laws. The university's Grievance Machinery, CNA provisions,



and HRMO procedures are all implemented in support with RACCS, guaranteeing that every employee’s rights are safeguarded within the bounds of due process.

**ARTICLE VIII
PERSONNEL RIGHTS AND REPRESENTATION**

Section 1. The COLLEGE shall provide legal assistance to any member in any of the following instances;

- a. If the member is sued outside the MPSPC in an administrative case in connection with the performance of his/her responsibilities.
- b. If the member is being harassed by any individual endangering his/her life inside the COLLEGE premises during offices hours and while on official function.
- c. If the member is subpoenaed/ summoned to testify as witness for the COLLEGE before any court, tribunal or body exercising quasi-judicial function.
- d. All the members are given opportunity to consult the MPSPC Legal officer for legal advice and counseling pertaining to official function.
- e. Attendance of all members to official hearing shall be on official business.

Section 2. The COLLEGE shall provide legal and moral support to all employees in case of accident or any other untoward incidents in connection with the performance of his / her duties and responsibilities such as:

- a. Workplace Accidents: This includes incidents such as slips, trips, falls, or any other accidents that occur within the workplace premises.
- b. Occupational Hazards: Exposure to hazardous substances, unsafe working conditions, or inadequate safety measures that can result in injuries or health issues.
- c. Work-Related Injuries: Injuries sustained while performing job tasks, such as lifting heavy objects, operating machinery, or repetitive strain injuries.
- d. Harassment or Discrimination: Instances of harassment, bullying, or discrimination based on factors such as gender, race, age, religion, or disability, creating a hostile work environment.
- e. Violence or Threats: Physical or verbal aggression from colleagues, clients, or external parties that poses a threat to the employee's safety or well-being.
- f. Emotional Distress: Prolonged exposure to high-stress situations, excessive workload, or a toxic work environment that negatively impacts the employee's mental health.
- g. Wrongful Termination: Unjust or illegal termination of employment, such as retaliation for reporting misconduct or exercising legal rights.
- h. Breach of Confidentiality: Unauthorized disclosure of sensitive information or violation of privacy rights, potentially leading to professional or personal harm.
- i. Defamation or Slander: False statements or damaging rumors spread about the employee, which can harm their professional reputation.
- j. Retaliation for Whistleblowing: Negative consequences faced by an employee who reports illegal or unethical behavior within the organization.

Section 3. The Union shall be provided the use of boards/canvasses in three (3) strategic areas for communicating with union members and for

Excerpts from CNA of NPTU





GRIEVANCE MACHINERY

Excerpts from Grievance Machinery Manual page 1

https://mpsu.edu.ph/wp-content/uploads/2025/09/Greivance_Machinery_.pdf

8 DECENT WORK AND
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Civil Service Commission Cordillera Administrative Region

NOTICE OF APPROVAL
(Grievance Machinery)

12 April 2021

Dr. REXTON F. CHAKAS
SUC President III
Mountain Province State Polytechnic College
Bontoc, Mountain Province

Dear President Chakas:

We are pleased to inform you that after our final review and evaluation of the submitted copy of Grievance Machinery (GM) Mountain Province State Polytechnic College (MPSPC) the same has complied with the provisions of CSC Memorandum Circular No. 2, s. 2001 (Revised Policies on the Settlement of Grievances in the Public Sector) and other CSC issuances. Hence, the attached agency GM is hereby APPROVED for implementation.

It is advised that the approved GM policies and other implementing guidelines shall be disseminated to all officials and employees in the agency and a report thereof shall be submitted to the CSC FO-Mountain Province.

Thank you.

Very truly yours,

Digitally signed by Taldo
Marilyn Eclipse
Date: 2021.04.12 15:49:28
+08'00'

ATTY. MARILYN E. TALDO

Director IV

PSED/TBB/rev

Cc: Atty. Allyson M. Locano
Director III/ CSCFO-Mountain Province

Excerpts from Grievance Machinery Manual page 2

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Republic of the Philippines
Mountain Province State Polytechnic College
Bontoc, Mountain Province

Grievance Form

Grievance Agreement Form

Name of Parties to a Grievance: _____

Nature of the Grievance: _____

Steps towards settlement: _____

Agreement/s Reached: _____

We promise to abide by the above-stated agreement.

Aggrieved Party

Subject of Grievance

Chair, Grievance Committee

Excerpts from Grievance Machinery Manual page 9

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Republic of the Philippines
Mountain Province State Polytechnic College
Bontoc, Mountain Province

Grievance Form

Grievance Form	
<hr/> <i>(Date Filed)</i>	
<hr/> <i>Name of Aggrieved Party</i>	<hr/> <i>Section/ Division/ Office</i>
<hr/> <i>Position Title/ Designation (if any)</i>	<hr/> <i>Aggrieved Party's Higher Supervisor</i>
Nature/ Subject of Grievance: <hr/> <hr/> <hr/> <hr/> <hr/>	
Action Desired: <hr/> <hr/> <hr/> <hr/> <hr/>	
<hr/> Signature of Aggrieved Party	

Excerpts from Grievance Machinery Manual page 11

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2024

Appeals

1. Office performance assessment as discussed in the performance review conference shall be final and not appealable. Any issue/appeal on the initial performance assessment of an Office shall be discussed and decided during the performance review conference.

2. Individual employees who feel aggrieved or dissatisfied with their final performance ratings can file an appeal with the PMT within ten (10) days from the date of receipt of notice of their final performance evaluation rating from the head of the sector (vice president), campus dean, unit heads or department chairs. An Office/unit or individual employee, however, shall not be allowed to protest the performance ratings of other office/unit or co-employees. Ratings obtained by other office/unit or employees can only be used as basis or reference for comparison in appealing one's office or individual performance rating.
3. The PMT shall decide on the appeals within one month from receipt.
4. Officials or employees who are separated from the service on the basis of Unsatisfactory or Poor performance rating can appeal their separation to the CSC or its regional office within 15 days from receipt of the order or notice of separation.

Excerpts from Strategic Performance Management Manual, pages 14, -15, process of appealing performance ratings

<https://mpsu.edu.ph/wp-content/uploads/2025/09/SPMS.pdf>

