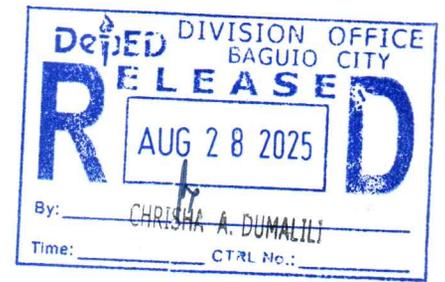




Republic of the Philippines  
**Department of Education**  
Cordillera Administrative Region  
**SCHOOLS DIVISION OF BAGUIO CITY**



15 August 2025

**DIVISION MEMORANDUM**

No. 519-2025

**DIVISION PUBLIC ASSISTANCE COORDINATOR'S (DPAC)  
TECHNICAL WORKING GROUP (TWG) AND RESPONSE PROTOCOL  
IN ADDRESSING COMPLAINTS AND CLOSING TICKETS**

To: Assistant Schools Division Superintendent  
Chief Education Supervisors  
All Public Schools District Supervisors  
Education Program Supervisors  
Public and Private School Heads  
Teaching and Non-Teaching Personnel  
Others Concerned

1. This memorandum outlines the DPAC – TWG and response protocol of SDO – Baguio City Division in addressing complaints and closing tickets concerning various incidents, issues and concerns received from public and private schools, government agencies, and internal & external stakeholders.
2. The participation of the TWG is essential to the efficient and proper execution of the functions outlined.
3. Enclosed is the composition and functions of the TWG.
4. All personnel in the said TWG shall be required for the effective discharge of their above-mentioned functions.
5. For questions and/or concerns, kindly contact Mr. Jerry C. Ymson, EPS-SGOD through 074 442 7819.
6. For information and dissemination.

**SORAYA T. FACULO PhD, CESO VI**  
Schools Division Superintendent



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**Enclosure 1. Composition and Functions**

COMPOSITION	FUNCTION
<p><b>Consultant:</b> Soraya T. Faculo PhD CESO VI Schools Division Superintendent</p>	<p>Provides Guidance Assists in Case Evaluation <b>Approves/Recommends</b> Appropriate Interventions Ensures Policy Alignment Participates in Committee Discussions (as needed)</p>
<p><b>Division Public Assistance Coordinator (DPAC):</b> Jerry C. Ymson Education Program Supervisor SGOD</p>	<p>Oversees Preliminary Case Handling</p> <ul style="list-style-type: none"> <li>- Manages the intake, screening, and preliminary assessment of complaints raised to the division.</li> </ul> <p>Facilitates Communication and Follow-up</p> <ul style="list-style-type: none"> <li>- Serves as the primary contact for complainants and respondents during the resolution process, ensuring updates and outcomes are clearly conveyed.</li> </ul> <p>Monitors Timelines and Compliance</p> <ul style="list-style-type: none"> <li>- Ensures that complaint-handling procedures follow prescribed timelines and that recommendations are implemented at the school level.</li> </ul> <p>Coordinates with Relevant Offices</p> <ul style="list-style-type: none"> <li>- Engages with school administrators, LRPO, legal officers, and the Regional Office for complex or escalated cases.</li> </ul> <p>Ensures that complaints are properly addressed in accordance with DepEd protocols. Ensures Proper Documentation and Reporting Prepare and submit official reports, maintaining utmost confidentiality and accuracy.</p>
<p><b>Members:</b> Santiago B. Bugtong Public Schools District Supervisor -Completed the Child Protection E-Learning Course for Educators under the Stairway Foundation Inc. &amp; LRPO</p>	<p>Assist Initial Investigation and Reporting in Child Abuse Cases</p> <ul style="list-style-type: none"> <li>- Assist the team in conducting Initial investigation and Reporting in Child Abuse Cases</li> </ul> <p>Ensure Confidentiality and Sensitivity</p> <ul style="list-style-type: none"> <li>- Maintain confidentiality and handle complaints with discretion, particularly when engaging with learners, parents, and school staff.</li> </ul>



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	<p>Promote a Protective Learning Environment</p> <ul style="list-style-type: none"><li>- Advocate for a safe, inclusive, and child-friendly school environment by conducting monitoring visits, orientations, and mentoring school personnel on learner protection standards.</li></ul>
<p>Arlene Awing Medical Officer IV</p> <p>Agnes O. Totaan Nurse II Completed Training Trauma Informed Care (TIC) under the Child Protection Network Foundation</p>	<p>Provide Medical Assessment and Documentation</p> <ul style="list-style-type: none"><li>- Conduct or review physical and psychological assessments of learners involved in complaints, when necessary.</li><li>- Document any observed or reported physical injuries or health concerns related to the complaint, ensuring accurate and confidential medical reporting.</li><li>- Advise the committee on the possible health and psychological implications of abuse, neglect, or maltreatment reported in the complaint.</li><li>- Determine if a learner requires immediate medical or psychological intervention, and recommend appropriate referrals.</li></ul> <p>Refer for Specialized Services</p> <ul style="list-style-type: none"><li>- Facilitate referrals to hospitals, mental health professionals, or social welfare agencies for further evaluation, treatment, or support services.</li></ul> <p>Support Psychosocial Intervention</p> <ul style="list-style-type: none"><li>- Assist in the planning and implementation of psychosocial first aid or follow-up support for learners affected by trauma, violence, or abuse.</li><li>- Coordinate with guidance counselors or mental health providers for continued learner support.</li></ul> <p>Coordinate with School Guidance Counsellors, designated teacher guidance counsellors or other mental health providers for continued learner support.</p>



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	<ul style="list-style-type: none"><li>- Contribute to discussions involving learner well-being from a medical and health standpoint.</li></ul>
<b>LRP Secretariat</b>	
Arlani B. Buccat & Augie Simangan Project Development Officer I Youth Formation Coordinators	Upkeep Document and Report Actions Taken <ul style="list-style-type: none"><li>- Keep reports and actions taken with confidentiality.</li></ul> Support Preventive and Advocacy Initiatives <ul style="list-style-type: none"><li>- Participate in awareness campaigns, policy orientations, and capacity-building activities to promote learner protection and prevent rights violations.</li></ul>
SMME/SH & N	
Juliet Piok Vangie Manzano	Assists DPAC in verifying PTA and School Canteen issues and concerns relative to management and operations
Agnes Totaan Cynthia Cadawan	Food Safety Concerns in Schools