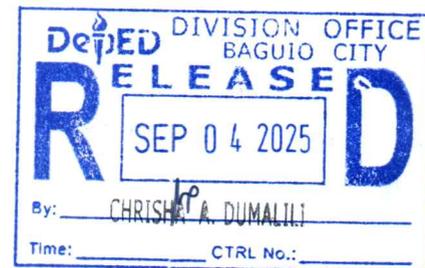




Republic of the Philippines
Department of Education
Cordillera Administrative Region
SCHOOLS DIVISION OF BAGUIO CITY



04 September 2025

DIVISION MEMORANDUM

No. **544-2025**

**CORREGENDUM TO 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 objective of the DPAC – TWG protocols are as follows:
 - a) Comply with the ARTA Law – RA 11032 otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018;
 - b) To facilitate compliance of schools in responding to complaints.
3. The participation of the TWG is essential to the efficient and proper execution of the functions outlined.
4. Enclosed is the composition and functions of the TWG which are aligned with the Child Protection Policies of the Department of Education.
5. All the personnel in the said TWG shall be required for the effective discharge of the above-mentioned functions.
6. For information and dissemination.

SORAYA T. FACULO PhD, CESO VI
Schools Division Superintendent

For the Schools Division Superintendent:


NIÑO M. TIBANGAY

Chief education Supervisor - SGOD



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Enclosure 1. Composition and Functions

COMPOSITION	FUNCTION
Consultant: Soraya T. Faculo PhD, CESO VI Schools Division Superintendent	Provides Guidance Assists in Case Evaluation Approves/Recommends Appropriate Interventions Ensures Policy Alignment Participates in Committee Discussions (as needed)
Division Public Assistance Coordinator (DPAC): Jerry C. Ymson Education Program Supervisor SGOD	Oversees the preliminary handling of incidents Facilitates communication and convenes the TWG member in-charge of the matter Ensures proper Documentation and Reporting Prepares and submit official reports, maintaining utmost confidentiality and accuracy.
Members: Santiago B. Bugtong, EdD Public Schools District Supervisor	Assist in the verification and validation of Child Abuse related incidents
Arlene Awing Medical Officer IV Agnes O. Totaan Nurse II	Provides initial medical assessment to include Physical, Psychological and Psychosocial Assessment status of learners Coordinate with School Guidance Counsellors, designated teacher guidance counsellors or other mental health providers for continued learner support. Contribute to discussions involving learner well-being from a medical and health standpoint.
LRP Secretariat	
Arlani B. Buccat & Augie Simangan Project Development Officer I Youth Formation Coordinators	Upkeep Document and Report Actions Taken - Keep reports and actions taken with confidentiality. Undertake initial incident handling
Socmob/SH&N	
Juliet Piok Senior Education Program Specialist	Assist DPAC in verifying PTA and School Canteen issues and concerns relative to



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Vangie Manzano Nurse II	management and operations
Agnes Totaan Nurse II	Assist the DPAC in verifying issues of PTA and food safety concerns
Cynthia Cadawan Nurse II	