



Republic of the Philippines
Unified Student Financial Assistance System for Tertiary Education

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MEMORANDUM FROM THE OFFICE OF THE EXECUTIVE DIRECTOR
TES-27-2019

For : **ALL CHED REGIONAL DIRECTORS**

Attention: ALL UNIFAST REGIONAL COORDINATORS

From : **ATTY. CARMELITA YADAO-SISON MNSA, Ph.D.**
OIC Executive Director IV 

Subject : **SUBMISSION OF LIST OF COMPLAINTS/GRIEVANCES AND/OR APPEALS RELATED TO THE IMPLEMENTATION OF TERTIARY EDUCATION SUBSIDY (TES) IN ACADEMIC YEAR 2018-2019**

Date : 17 May 2019

In compliance with the instruction of Chairman J. Prospero E. De Vera III during the 21st Regular Meeting of the UniFAST Board on April 22, 2019 directing the UniFAST Secretariat to prepare a matrix of queries, complaints/grievances and/or appeals related to the implementation of Tertiary Education Subsidy in Academic Year 2018-2019 and most especially the action taken by the UniFAST Central and Regional Offices, all UniFAST Regional Coordinators from sixteen (16) CHED Regional Offices including BARMM are hereby enjoined to prepare and submit the list of complaints/grievances and appeals related to the implementation of Tertiary Education Subsidy in Academic Year 2018-2019 filed in their respective regions.

Pursuant to the Tertiary Education Subsidy Guidelines approved by the UniFAST Board on October 15, 2018 particularly the provisions under Section 15 and Section 16 that allows any students or TES student grantees to file their appeals, complaints/grievances related to the implementation of Tertiary Education Subsidy, all public and private Higher Education Institutions with TES grantees and UniFAST Regional Offices including the UniFAST Central are required to take appropriate action and keep track of the status of the complaints and appeals.

All UniFAST Regional Coordinators are reminded about their responsibilities to prepare the Grievance/Action Report and communicate to the UniFAST Secretariat within 15 days or earlier if warranted by the circumstances from the receipt of the grievance/complaint. Any grievance/complaint that has not been acted or with action partially taken within the 15-day prescribed period will be endorsed to the Executive Director for appropriate action at that level.

The CHED Regional Office through the UniFAST Regional Coordinators shall provide a formal written reply to the complainant (TES student-grantee) citing the actions taken on the resolution/remedy requested within 3 days from receipt of the final action on his/her complaint by the Central UniFAST Secretariat.



For any complaints and arbitration requests related to the implementation of the TES guidelines, the TES student-grantees are encouraged to initially air their grievance to the private HEIs where they are enrolled in. If their grievance(s) has not been addressed by the HEIs within three (3) days from the time the violation was allegedly committed by the school, the TES student-grantees may directly communicate their grievance to CHED Regional Offices via email copy furnished to UniFAST Secretariat - Advocacy and Promotion Unit (with email address: ra10931TES.unifast@ched.gov.ph).

The UniFAST Secretariat shall create an action tracking system to closely monitor the grievances gathered by CHED Regional Offices in order that all concerned offices are informed of the action(s) taken to resolve the complaint/grievance(s).

For reference, attached herewith is the sample standard matrix for the action tracker of all appeals and complaints submitted in UniFAST Central and Regional Offices. This matrix can be accessed through this link:

<https://docs.google.com/spreadsheets/d/1t1VYAox8FR9qQn6d2Y9AQDI-mICEud9rQBjPObK84c8/edit?usp=sharing>

All UniFAST Staff responsible for tracking and monitoring the status of the complaints and appeals are required to maintain an evidence folder as repository of all documents pertaining to the complaints which can be accessed anytime by authorized staff from UniFAST Central and Regional Offices for future references.

The UniFAST Chairman and Members of the Board will be provided access to the abovementioned link in order to be updated on the status of complaints, grievances and appeals from the general public.

Thank you for your full support and cooperation.



Cc: **Dr. J. Prospero E. De Vera III**
Chairman, CHED and the UniFAST Governing Board