



Republic of the Philippines
City of Manila



UNIVERSIDAD DE MANILA

ADMINISTRATIVE ORDER No. 05 Series of 2025

Date: June 15, 2025

POLICY ON EMPLOYMENT PRACTICE APPEAL PROCESS

I. Policy Statement

The Universidad de Manila (UDM), under the governance of the City Government of Manila, affirms its commitment to upholding the principles of fairness, equity, and due process in all employment practices. This policy outlines the procedures by which employees may formally appeal decisions relating to employee rights, workplace concerns, compensation, and other employment-related matters. The University ensures that appeals are addressed objectively, confidentially, and without fear of retaliation.

II. Purpose

This policy aims to provide a clear, transparent, and accessible mechanism for employees to raise grievances or appeal administrative actions concerning their employment. It supports the University's broader goal of cultivating a just and inclusive working environment.

III. Scope

This policy aims to provide a clear, transparent, and accessible mechanism for employees to raise grievances or appeal administrative actions concerning their employment. It supports the University's broader goal of cultivating a just and inclusive working environment.

IV. Grounds for Appeal

An employee may lodge an appeal on any of the following grounds:

- Alleged violation of employment rights or terms and conditions of employment;
- Disputes regarding pay, salary deductions, or benefits;
- Alleged unfair treatment, workplace discrimination, or harassment;
- Termination, non-renewal, suspension, or disciplinary action;
- Non-compliance with applicable civil service rules or labor regulations.

V. Appeal Procedure

1. Initial Resolution (Informal Step)

The concerned employee is encouraged to initially discuss the issue directly with their immediate supervisor or unit head. This step shall be conducted in good faith and resolved within **five (5) working days** from notification.





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2. Formal Written Appeal

If unresolved, the employee may submit a formal written appeal to the **Human Resource and Administrative Services Office (HRASO)** within **ten (10) working days** from the date of the incident or decision. The written appeal must include:

- Employee's full name and position;
- Description of the issue or contested action;
- Grounds for the appeal;
- Supporting documents (if applicable);
- Desired resolution or remedy sought.

3. Administrative Review

Upon receipt, the HRASO shall convene the **Employee Grievance and Appeals Committee (EGAC)**, which shall review the complaint within **fifteen (15) working days**. The Committee may conduct fact-finding interviews or request additional documentation as needed.

4. Decision and Resolution

The EGAC shall issue a **written resolution or recommendation** to the University President within **five (5) working days** after the review. The final decision shall be communicated in writing to the employee.

5. Final Appeal (Optional)

Should the employee find the decision unsatisfactory, they may escalate the matter to the **Civil Service Commission (CSC)** or appropriate regulatory body, as provided under existing national labor laws or government service codes.

VI. Non-Retaliation

Employees who file appeals or grievances in good faith shall be protected from retaliation or adverse employment consequences. Retaliatory conduct will be subject to disciplinary sanctions.

VII. Confidentiality

All appeal proceedings shall be treated with utmost confidentiality. Access to information shall be limited to authorized personnel and members of the EGAC only

VIII. Effectivity

This policy shall take effect upon the approval of the University Board and shall be disseminated to all employees through the HRASO and official internal communication channels.

Ma. Felma Carlos-Tria, ED. D.
President

