**TESDA-OP- CO-07-F49**

**Rev.No.00-03/08/17**

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**TECHNICAL EDUCATION AND SKILLS DEVELOPMENT AUTHORITY**

TESDA \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Tel. No. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**LETTER OF ACKNOWLEDGEMENT TO COMPLAINANT**

DATE

NAME

ADDRESS

Dear (Name of Complainant):

This letter is to confirm receipt of your complaint dated \_\_\_\_\_\_\_\_\_\_\_about (nature of complaint). An investigation will be conducted and you will be informed of the results as soon as they are available.

It is our policy that our assessment/accreditation processes are transparent to safeguard the integrity of the Competency Assessment and Certification Program.

Very truly yours,

NAME

Provincial/Regional Director

**TESDA-OP- CO-07-F50**

**Rev.No.00-03/08/17**

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**TECHNICAL EDUCATION AND SKILLS DEVELOPMENT AUTHORITY**

TESDA \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Tel. No. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**LETTER OF INVALID COMPLAINT**

DATE

NAME

ADDRESS

Dear (Name of Complainant):

We have received your complaint dated \_\_\_\_\_\_\_\_\_\_\_\_\_.

After careful review, we have decided not to conduct investigation because of the following reasons:

1. The complaint is too vague.
2. Supporting documents are insufficient
3. Others \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

If you are able to provide additional information about your complaint which you think we should consider, or disagree with our decision and would like to review our reasons for the decision, please contact us at our address.

If you are still unsatisfied with the action taken by us, you have the right to request for reconsideration or appeal the decision. For appeal, you may write the Office of the Regional Director within 15 days upon receipt of this letter.

Very truly yours,

NAME

Provincial Director

**TESDA-OP- CO-07-F51**

**Rev.No.00-03/08/17**



**TECHNICAL EDUCATION AND SKILLS DEVELOPMENT AUTHORITY**

TESDA \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Tel. No. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**LETTER TO RESPONDENT OF THE COMPLAINT**

DATE

RESPONDENT’S NAME

Respondent’s Address

Dear (Name of Respondent):

On (date complaint filed), (Complainant’ name), filed a complaint against you with TESDA. (Mr. /Ms. Complainant) alleged that you (nature of the complaint).

The office of the undersigned will contact you in due course to obtain your statement concerning the complaint. We will also provide a copy of the final result of the investigation.

If you have any questions regarding the procedures or the status of the investigation, you may contact me or my representative at (address and telephone number).

Very truly yours,

Provincial/Regional Director

**TESDA-OP- CO-07-F52**

**Rev.No.00-03/08/17**

 **INVESTIGATION REPORT**

At a minimum, the Investigation Report shall contain the following:

1. A summary of the complaint, including:
2. The date the complaint was filed;
3. The individual with whom the complaint was filed; and
4. A summary of issue(s) raised by complainant.
5. A summary of the investigation:
6. A brief explanation of how the investigation was conducted;
7. A summary of the statements of the complainant, respondent, and other witnesses, noting how they support or contradict an allegation
8. A summary of the findings, which should include:
9. A summary and analysis of the evidence (documents and statements) relevant to the resolution of the complaint; and
10. Findings of fact.
11. Based upon the facts and evidence, the Investigation Team should make conclusions as to the merits of the complaint. These may include that the complaint has merit, that the complaint lacks merit, or that the evidence is insufficient to make a finding.
12. Appendices

 All statements, documents and other evidence assembled during the course of the investigation.