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**Republika ng Pilipinas**  
(Republic of the Philippines)  
**KAGAWARAN NG EDUKASYON**  
(DEPARTMENT OF EDUCATION)  
**PAMBANSANG PUNONG REHIYON**  
(NATIONAL CAPITAL REGION)  
Daang Misamis, Bago Bantay, Lungsod Quezon  
(Misamis St., Bago Bantay, Quezon City)

Department of Education  
National Capital Region  
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**REGIONAL MEMORANDUM**

No. 21 s. 2017

**TO: SCHOOLS DIVISION SUPERINTENDENTS**

**FROM: OFFICE OF THE REGIONAL DIRECTOR**

**SUBJECT: POOL OF GRIEVANCE HANDLERS IN DEPED-NCR**

**DATE: February 8, 2017**

In line with the DepEd Complaint Mechanisms Revitalization Project of this Office, all concerned are informed of the creation of a pool of trained grievance handlers in DepEd-NCR.

The following are the composition of said pool, to wit:

Division	Trained Grievance Handlers	Designation
Caloocan City	Cynthia L. Ayles	Principal IV
Las Piñas City	Gina L. Aguitez	EPS
Las Piñas City	Aldrin G. Corpin	EPS-SGOD
Makati City	Vilma Montemayor	PSDS
Malabon City	Efleda S. Magadia	Administrative Officer V
Malabon City	Marissa B. Cristobal	Principal
Mandaluyong City	Cesar Nachor	EPS
Mandaluyong City	Mark Sherwin G. Magsombol	Administrative Officer IV
Mandaluyong City	Corazon A. Regino	Principal - ILIS
Manila	Narcisa Demandate	Administrative Officer V
Marikina City	Galcoso C. Alburo	EPS
Marikina City	Mita A. Abergos	Principal
Navotas City	June Fermin Javier	Administrative Officer V
Navotas City	Wilfreza P. Balagosa	Principal IV
Parañaque City	Benardo N. Mascariña	Chief Education Supervisor, CID
Parañaque City	Leah E. Sudsakorn	EPS
Pasay City	Marlene R. Polero	Administrative Officer V
Pasay City	Noel F. Junio	Principal III

Pasay City	Myrna B. Gaza	Principal IV
Pasig City	Perlita M. Ignacio	EPS
Pasig City	Junette S. Permitez	Principal
Pasig City	Lorna C. Rodriguez	Principal
Quezon City	Rebecca C. Kalaw	PSDS
Quezon City	Luzviminda C. Fabian	Administrative Officer IV
San Juan City	Allan Eliezer M. Mal-in	Administrative Officer V
San Juan City	Lucila G. Artuyo	Principal III
TAPAT	Roldan Jamindang	PDO
Valenzuela City	Floramante J. De Guzman	PSDS
Valenzuela City	Jameson H. Tan	Principal II

The members of the pool were given basic training and education and are equipped with the necessary knowledge and ability to handle and resolve grievances and other mediatable issues in the School and Division Offices pursuant to DepEd Order No. 35, s. 2004 entitled "The Revised Grievance Mechanisms in the DepEd".

They may be designated to assist school heads, grievance committees and the Division Office in handling and resolving grievance issues.

They shall likewise, together with the Regional and Division Legal Offices, be the focal persons to plan and implement approved activities and programs designed to strengthen the grievance mechanism in the school levels.

However, said members of the pool, unless authorized by the proper disciplining authority, should not be allowed to handle administrative complaint investigations.

For their continued professional growth as grievance handlers, they should be prioritized and accommodated in Alternative Dispute Resolution capacity building activities.

Immediate dissemination of this Memorandum is desired.

  
**BONCIANO A. MENGUITO**  
 Director IV