



12. Filing of Labor Complaint or Dispute

The filing of complaint can be availed by any employee or employer of an establishment in the Municipality of Midsayap. Procedures and requirements are in accordance to DOLE guidelines. The PESO-MIDSAYAP will only assist the complainant

Office or Division	Public Employment Service Office (PESO)			
Classification	Highly Technical			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Employee or Employer of establishments in the Municipality of Midsayap			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any proof of Employer-Employee relationship		Client		
Pay slip, ID or Contract		Employer/Company/Client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Present the facts and issues.	1. Interview the complainant.	None	*10 Minutes	<i>Administrative Assistant I</i> Public Employment Service Office
2. Fill-up Single Entry Approach (SENA) Form and submit.	2.. If the complaint is with probable cause, issue Single Entry Approach (SENA) form.	None	*5 Minutes	<i>Chief Labor & Employment Officer</i> Public Employment Service Office
	2.1Receive SEN A form and send it to DOLE-NCFO through email.	None	*3 Minutes	Administrative Assistant 1 Public Employment Service Office



	2.2 Inform the complainant and respondent of the schedule of the conference.	None		SENA Desk Officer DOLE-North Cotabato Field Office
3. Attend the conference at PESO-Midsayap.	3. Conduct SENA Conference.	None		<i>SENA Desk Officer</i> DOLE-North Cotabato Field Office
	TOTAL:	None	*18 Minutes	

Note: *PESO Allotted time.