



COLLEGE GRIEVANCE COMMITTEE ANNUAL REPORT Academic Year 2025-2026

I. INTRODUCTION

The Grievance Committees of the College of Teacher Education (CTEd), College of Allied Health Sciences (CAHS), College of Hospitality Management (CHM), and College of Business, Entrepreneurship and Accountancy (CBEA) serve as the primary mechanisms for addressing concerns, complaints, and grievances of students and other stakeholders within their respective colleges.

Anchored on the principles of fairness, transparency, accountability, due process, and restorative conflict resolution, the Committees provide an accessible avenue through which concerns may be raised, evaluated, and resolved in a timely and impartial manner. Their functions contribute significantly to maintaining a safe, inclusive, and conducive learning environment while promoting harmonious relationships among students, faculty members, non-teaching personnel, and other stakeholders.

Throughout the reporting period, the Committees remained committed to ensuring that all grievances were handled with confidentiality, objectivity, and sensitivity while upholding the University's policies, student welfare standards, and ethical values.

II. OBJECTIVES

The Committees aim to:

1. Receive and document grievances promptly.
2. Ensure impartial investigation of concerns.
3. Resolve complaints efficiently and fairly.
4. Protect confidentiality throughout the grievance process.
5. Recommend policy improvements based on recurring issues.
6. Promote awareness of grievance procedures.
7. Enhance stakeholder confidence in institutional governance.

III. FUNCTIONS OF THE GRIEVANCE COMMITTEE

The Committees perform the following functions:

1. Receive grievances from students and stakeholders;
2. Conduct preliminary assessment of complaints;



3. Facilitate mediation and dialogue;
4. Conduct fact-finding activities;
5. Recommend appropriate interventions;
6. Refer matters requiring disciplinary proceedings to proper authorities;
7. Monitor implementation of resolutions; and
8. Maintain confidential records.

IV. STAKEHOLDERS SERVED

1. Students
2. Parents and Guardians
3. Faculty Members
4. Partners

V. GRIEVANCE CASE SUMMARY:

Particulars	CTEd	CHM	CAHS	CBEA	Total
Grievance Received	1	1	1	0	3
Resolved	1	1	1	0	3
Pending	0	0	0	0	0
Withdrawn	0	0	0	0	0

(see attachments for reference)

VI. CONCLUSION

The Grievance Committees of the College of Teacher Education, College of Allied Health Sciences, College of Hospitality Management, and College of Business, Entrepreneurship and Accountancy remain steadfast in promoting fairness, transparency, accountability, and respect within the academic community. Through timely intervention, impartial evaluation, and collaborative resolution of concerns, the Committees continue to uphold the rights and welfare of students and other stakeholders while reinforcing the University's commitment to quality service and good governance.

Moving forward, the Committees shall continue enhancing grievance management practices through continuous improvement, stakeholder engagement, and policy enhancement, ensuring that every concern is addressed with professionalism, integrity, and compassion.



ATTACHMENTS

I. COLLEGE OF TEACHER EDUCATION

CAGAYAN STATE UNIVERSITY ANDREWS CAMPUS Caritan Sur, Tuguegarao City, Cagayan Valley 3500		website: www.csu.edu.ph Email Address: cteduniv@csu.edu.ph Telephone. No.: 825-1338
COLLEGE OF TEACHER EDUCATION		
COLLEGE GRIEVANCE COMMITTEE		
Proceedings of the Conference to Address the Incident Report from National High School Concerning		
March 16, 2026 10:00 AM Office of the College Dean		
STATEMENT OF FACTS		
On February 24, 2026, the Office of the College Dean received an incident report (Annex A) from _____ National High School (_____) through _____, School Principal II, alleging that _____, a practice teacher, _____ The report further states that this action allegedly contributed to the same student _____. In addition, the incident report alleges that _____		
On February 27, 2026, Dr. Chita C. Ramos, College Dean, directed _____ to respond to the allegations in writing through CTED-5804-IC-2026-061 (Annex B). _____ submitted _____ written response (Annex C) on March 3, 2026.		
In order to discuss and clarify the foregoing matters, the College Dean convened the College Grievance Committee on March 16, 2026 at 10:00 AM through CTED-5805-MEMO-2026-029 (Annex D). _____ was also _____		
the existing rules and regulations of the Department of Education (DepEd) as provided in Section 8.8 of the Teaching Internship Agreement, which states that a practice teacher must "adhere to the existing rules and regulations of DepEd".		
Dr. Chelito A. Malamug, BSED Department Chair, explained that _____ conduct falls under the provisions of DepEd Order No. 40, s. 2012, _____		
_____ admitted the allegations in the incident report and _____ expressed remorse for _____ actions.		



REPUBLIC OF THE PHILIPPINES
CAGAYAN STATE UNIVERSITY
ANDREWS CAMPUS
Caritan Sur, Tuguegarao City, Cagayan Valley 3500

website: www.csu.edu.ph
Email Address: oceo.andrews@csu.edu.ph
Telephone. No.: (078) 377-0682



REPUBLIC OF THE PHILIPPINES
CAGAYAN STATE UNIVERSITY
ANDREWS CAMPUS
Caritan Sur, Tuguegarao City, Cagayan Valley 3500

website: www.csu.edu.ph
Email Address: ceduniv@csu.edu.ph
Telephone. No.: 825-1338

COLLEGE OF TEACHER EDUCATION



Dr. Antonio I. Tamayao, Teaching Internship professor,

He further emphasized that such a measure would demonstrate the College's firm commitment to maintaining a zero-tolerance policy against , befitting of a teacher education institution.

DECISION

After a careful review of the incident report submitted by National High School , the written response of , and the statements made during the conference held on March 16, 2026, the College Grievance Committee finds that committed acts that

During the conference, admitted the allegations contained in the incident report and expressed remorse for actions. The Committee notes that the acts admitted by

Pursuant to Section 8.8 of the Teaching Internship Agreement, practice teachers are required to adhere to the existing rules and regulations of the Department of Education (DepEd).

In view of the foregoing, and taking into account admission of the acts and expression of remorse, the College Grievance Committee resolves to recommend that

VISION

CSU is a university with global stature in the arts, culture, agriculture and fisheries, the sciences as well as Technological and professional fields.

MISSION

Cagayan State University shall produce globally competent graduates through excellent instruction, innovative and creative research, responsive public service and productive industry and community engagement.

CORE VALUES

Competence

- Critical Thinker
- Creative Problem-Solver
- Competitive Performer Nationally, Regionally and Globally.

Social Responsibility

- Sensitive to Ethical Demands
- Steward of the Environment for Future Generations
- Social Justice and Economic Equity Advocate.

Unifying Presence

- Uniting Theory and Practice
- Uniting State of Society
- Unifying the Nation, the ASEAN Region and the World
- Uniting the University and the Community.





The WORLD
UNIVERSITY
RANKINGS
for INNOVATION



AACUP
AMERICAN ASSOCIATION
OF COLLEGES AND
UNIVERSITIES



Higher Education
Ranking



Times Higher Education
Impact Rankings 2025





REPUBLIC OF THE PHILIPPINES
CAGAYAN STATE UNIVERSITY
ANDREWS CAMPUS
Caritan Sur, Tuguegarao City, Cagayan Valley 3500

website: www.csu.edu.ph
Email Address: ceo.andrews@csu.edu.ph
Telephone. No.: (078) 377-0682

REPUBLIC OF THE PHILIPPINES CAGAYAN STATE UNIVERSITY ANDREWS CAMPUS <i>Caritan Sur, Tuguegarao City, Cagayan Valley 3500</i> COLLEGE OF TEACHER EDUCATION	
 VISION CSU is a university with global stature in the arts, culture, agriculture and fisheries, the sciences as well as Technological and professional fields. MISSION Cagayan State University shall produce globally competent graduates through excellent instruction, innovative and creative research, responsive public service and productive industry and community engagement. CORE VALUES Competence • Critical Thinker • Creative Problem-Solver • Competitive Performer: Nationally, Regionally and Globally. Social Responsibility • Sensitive to Ethical Demands • Steward of the Environment for Future Generations • Social Justice and Economic Equity Advocate Unifying Presence • Uniting Theory and Practice • Uniting Strata of Society • Unifying the Nation, the ASEAN Region and the World • Uniting the University and the Community	JOHN LESTER S. BACCAY Student Representative LEINARD M. BANGAYAN College Guidance Counselor CHEMTO A. MALAMUG, PhD BSED Department Chair RIA A. TAMAYO, PhD BECED/BEED Department Chair CHITA C. RAMOS, PhD College Dean Conforme: _____ Practice Teacher _____ Parent _____ ANTONIO I. TAMAYAO, PhD Teaching Internship Professor

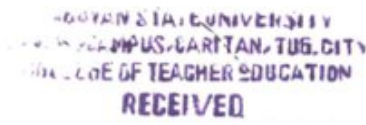






REPUBLIC OF THE PHILIPPINES
CAGAYAN STATE UNIVERSITY
ANDREWS CAMPUS
Caritan Sur, Tuguegarao City, Cagayan Valley 3500

website: www.csu.edu.ph
✉ Email Address: oceo.andrews@csu.edu.ph
☎ Telephone. No.: (078) 377-0682

 Republic of the Philippines Department of Education Region II – Cagayan Valley Schools Division of Cagayan	
Incident Report Date of Report: February 23, 2026 Location: Reported By: Persons Involved:	 CAGAYAN STATE UNIVERSITY ANDREWS CAMPUS, CARITAN, TUG. CITY SCHOOL OF TEACHER EDUCATION RECEIVED
Incident Description	
Immediate Action Taken	





REPUBLIC OF THE PHILIPPINES
CAGAYAN STATE UNIVERSITY
ANDREWS CAMPUS
Caritan Sur, Tuguegarao City, Cagayan Valley 3500

website: www.csu.edu.ph
Email Address: oceo.andrews@csu.edu.ph
Telephone. No.: (078) 377-0682

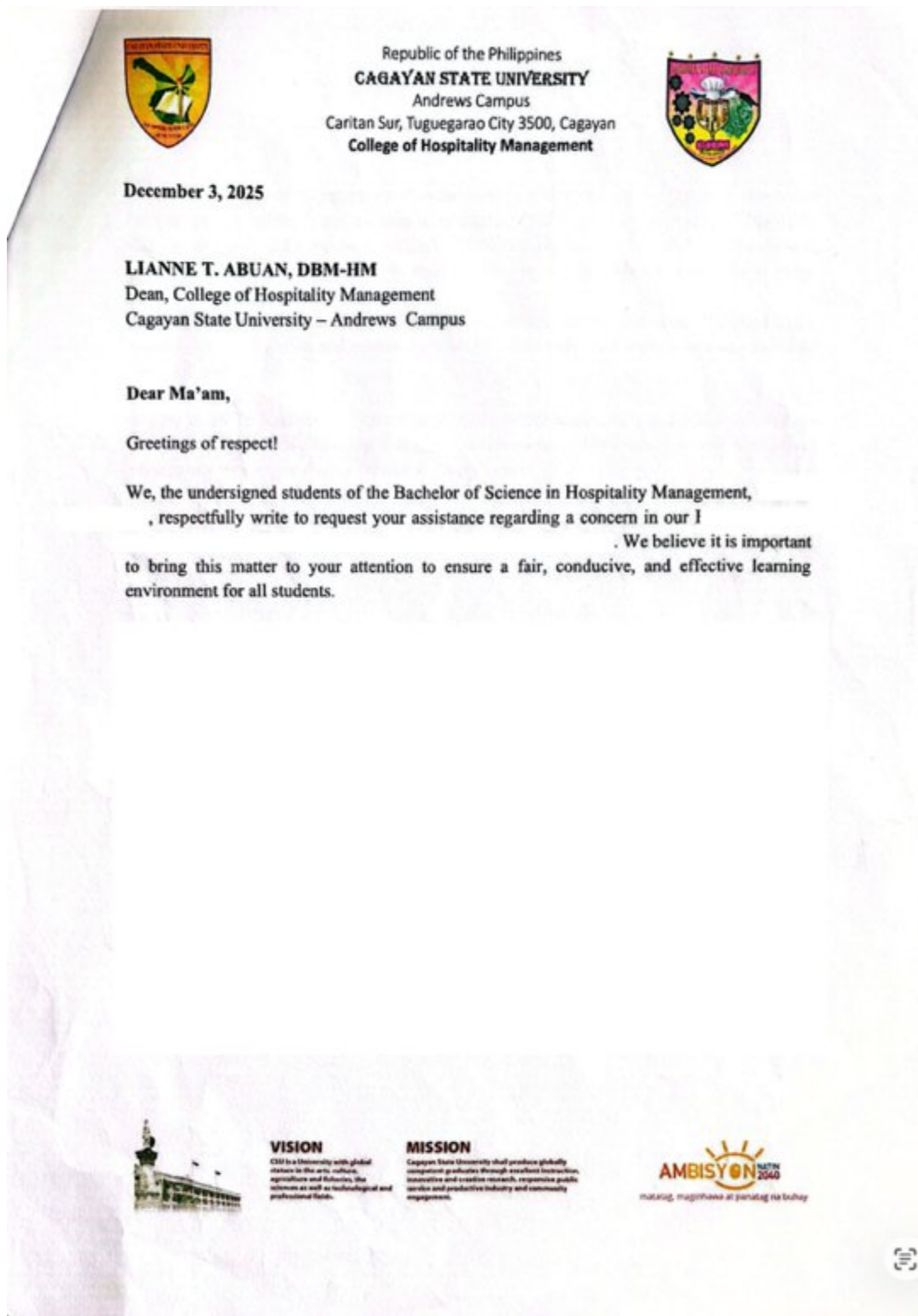
Republic of the Philippines Department of Education Region II – Cagayan Valley Schools Division of Cagayan	
Witnesses:	
	Noted:
Recommendations	



REPUBLIC OF THE PHILIPPINES
CAGAYAN STATE UNIVERSITY
ANDREWS CAMPUS
Caritan Sur, Tuguegarao City, Cagayan Valley 3500

website: www.csu.edu.ph
Email Address: oceo.andrews@csu.edu.ph
Telephone. No.: (078) 377-0682

II. COLLEGE OF HOSPITALITY MANAGEMENT





REPUBLIC OF THE PHILIPPINES
CAGAYAN STATE UNIVERSITY
ANDREWS CAMPUS
Caritan Sur, Tuguegarao City, Cagayan Valley 3500

website: www.csu.edu.ph
Email Address: oceo.andrews@csu.edu.ph
Telephone. No.: (078) 377-0682

Republic of the Philippines
CAGAYAN STATE UNIVERSITY
Andrews Campus
Caritan Sur, Tuguegarao City 3500, Cagayan
College of Hospitality Management

We are united in respectfully requesting that this matter be reviewed and addressed. We are also willing to provide additional details, documentation, or statements if needed, and we are open to any meeting or discussion that you may require.

Thank you for your attention and understanding. We greatly appreciate your time and leadership in ensuring the welfare of your students.

Respectfully,

Complainants:

[Handwritten signatures and names follow]

VISION
CSU is a university with global status in the arts, sciences, agriculture and fisheries, the services as well as technological and professional fields.

MISSION
Cagayan State University shall produce globally competent graduates through excellent instruction, innovative and creative research, responsive public service and productive industry and community engagement.

AMBISYON 2040
realizing magnificence at par with the future



The WORLD
UNIVERSITY
RANKINGS
for INNOVATION



AACUP
INTERNATIONAL ASSOCIATION
OF AMBA ACCREDITED
UNIVERSITIES IN THE PHILIPPINES



Higher Education
Ranking



Times Higher Education
Impact Rankings 2025





REPUBLIC OF THE PHILIPPINES
CAGAYAN STATE UNIVERSITY
ANDREWS CAMPUS
Caritan Sur, Tuguegarao City, Cagayan Valley 3500

website: www.csu.edu.ph
✉ Email Address: oceo.andrews@csu.edu.ph
☎ Telephone. No.: (078) 377-0682

REPUBLIC OF THE PHILIPPINES
CAGAYAN STATE UNIVERSITY
ANDREWS CAMPUS
Caritan Sur, Tuguegarao City, Cagayan



Tel. No.: (078) 337-5136
Email Address: chm.csuandrews@csu.edu.ph
website: www.csu.edu.ph

COLLEGE OF HOSPITALITY MANAGEMENT

CHM-5806-MEMO-2025-12-227

MEMORANDUM

To:

Subject: Meeting with the Dean – Student Concern

Date: December 3, 2025

You are hereby directed to attend our meeting tomorrow, December 4, 2025, at 3:00 PM in the Dean's Office to discuss an important matter regarding student concern.

For your information and strict attendance.

LIANNE T. ABUAN, DBM
Dean, CHM



VISION
CSU is a university with global stature in the arts, culture, agriculture and fisheries, the sciences as well as technological and professional fields.

MISSION
Cagayan State University shall produce globally competent graduates through excellent instruction, innovative and creative research, responsive public service and productive industry and community engagement.

CORE VALUES
Competence
Social Responsibility
Unifying Presence



The WORLD UNIVERSITY RANKINGS for INNOVATION



Higher Education Ranking



Times Higher Education Impact Rankings 2025





III. COLLEGE OF ALLIED HEALTH SCIENCES

April 18, 2026

PROF. ARTHUR G. IBAÑEZ, Ph.D., ASEAN Engr., CESE

OIC- Office of the University President

Cagayan State University

Tuguegarao City, Cagayan

THRU:PROF. MARIDEN V. CAUILAN, DPA, CESE

Vice President for Academic Affairs

THRU:MR. NIKKO ALEXANDER S. PACQUING, RTRP, MPH

Dean, College of Allied Health Sciences

Dear Pres. Ibañez:

We, the concerned parents,

CS CamScanner



REPUBLIC OF THE PHILIPPINES
CAGAYAN STATE UNIVERSITY
ANDREWS CAMPUS
Caritan Sur, Tuguegarao City, Cagayan Valley 3500

website: www.csu.edu.ph
Email Address: oceo.andrews@csu.edu.ph
Telephone. No.: (078) 377-0682

We humbly seek for your kind indulgence and consideration and that this simple request will merit your approval.

CS CamScanner



REPUBLIC OF THE PHILIPPINES
CAGAYAN STATE UNIVERSITY
ANDREWS CAMPUS
Caritan Sur, Tuguegarao City, Cagayan Valley 3500

website: www.csu.edu.ph
Email Address: oceo.andrews@csu.edu.ph
Telephone. No.: (078) 377-0682

Thank you very much for your understanding and support.

Respectfully yours,

CONCERNED PARENTS:	SIGNATURE:
--------------------	------------

CS CamScanner





REPUBLIC OF THE PHILIPPINES
CAGAYAN STATE UNIVERSITY
ANDREWS CAMPUS
Caritan Sur, Tuguegarao City, Cagayan Valley 3500

website: www.csu.edu.ph
Email Address: oceo.andrews@csu.edu.ph
Telephone. No.: (078) 377-0682

Dear Nikko,

Submit to OP through the
OUPAA your response to the
above concerns - ASAP. It
Must be noted by the CEO.
Vp/AA - 04/20/20

CS CamScanner



REPUBLIC OF THE PHILIPPINES
CAGAYAN STATE UNIVERSITY
ANDREWS CAMPUS
Caritan Sur, Tuguegarao City, Cagayan Valley 3500

website: www.csu.edu.ph
Email Address: oceo.andrews@csu.edu.ph
Telephone No.: (078) 377-0682

 **CAGAYAN STATE UNIVERSITY**
ANDREWS CAMPUS
Caritan Sur, Tuguegarao City, Cagayan Valley 3500
COLLEGE OF ALLIED HEALTH SCIENCES

CAHS-5604-IC-2026-04-026
April 21, 2026
Dr. MARIDEN V. CAUILAN, CESE
Vice President for Academic Affairs

Dear Dr. Caulilan,
Good tidings!

This is about the letter cascaded to the College of Allied Health Sciences on April 20, 2026.

 **CAGAYAN STATE UNIVERSITY**
OFFICE OF THE VICE PRESIDENT
FOR ACADEMIC AFFAIRS
RECEIVED
By: *Katn* Date & Time: *4/21/26*
website: www.csu.edu.ph
Email Address: oceo.andrews@csu.edu.ph
Telephone No.: (078) 377-0682

 **WURI**
World University Rankings for Innovation
The World University Rankings for Innovation

 **AACUP**
Association to Advance Collegiate Schools of Business International

 **HE**
Higher Education Ranking

 **QS**
RATING SYSTEM

 **STARS**
RATING SYSTEM

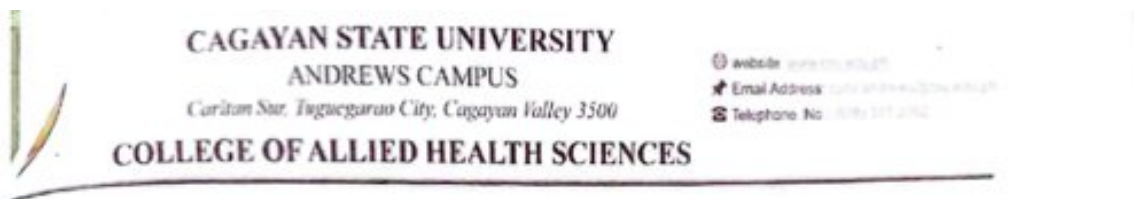
 **GreenMetric**
World University Rankings

 **TUV NORD**
ISO 9001



REPUBLIC OF THE PHILIPPINES
CAGAYAN STATE UNIVERSITY
ANDREWS CAMPUS
Caritan Sur, Tuguegarao City, Cagayan Valley 3500

website: www.csu.edu.ph
Email Address: oceo.andrews@csu.edu.ph
Telephone No.: (078) 377-0682



With all these clarifications given, the administration is assured that our students are taken care of and their undertakings are treated justly, objectively and judiciously regardless of their academic status.

Thank you very much and may God bless us more!

Respectfully,

ENJAY C. JAVIER, RMT, MPH, UTA, DPASMAP
Program Coordinator, Medical Laboratory Science

NIKKO ALEXANDER S. PACQUING, RTRP, MPH
College Dean, CSU-CAHS

Noted by:

TERENCE ALFRED ROBERTO A. TEJADA, MBA
Campus Executive Officer
Andrews Campus





REPUBLIC OF THE PHILIPPINES
CAGAYAN STATE UNIVERSITY
ANDREWS CAMPUS
Caritan Sur, Tuguegarao City, Cagayan Valley 3500

website: www.csu.edu.ph
Email Address: oceo.andrews@csu.edu.ph
Telephone. No.: (078) 377-0682

 CAGAYAN STATE UNIVERSITY – ANDREWS CAMPUS Tuguegarao City, Cagayan 3500 ISO 9001:2015					
DOCUMENT CONTROL OFFICE			Document Code	Rev. No.	Eff. Date
ATTENDANCE SHEET FORM			F-DCO-1819	02	11-20-2023
Activity:		Parents' Meeting			
Date:	04/27/2026	Time:	09:30 AM – Onwards	Control Number:	04-05
Implementing Office:	CAHS (College of Allied Health Sciences)				
Proponent/s:	Nikko Alexander S. Pacquing, RTRP, MPH		College Dean		
Prepared By:	Jon Philip L. Riomaes		College Clerk		
SN	Name	Male	Female	Campus/Designation	Signature
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					
11.					
12.					
13.					
14.					
15.					
16.					
17.					
18.					
19.					
20.					
21.					
22.					