



Office of  
Student  
Affairs

## **GUIDELINES ON ONLINE FILING OF DISCIPLINE COMPLAINT**

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Given the recent community quarantine enforced by the National Government, the following guidelines are provided in the filing of complaints against students for violation of any of the provisions of the DLSU Student Handbook (SHB).

1. Any complaint against a DLSU student should be filed through electronic mail (email). All messages/communications and their contents coming from these email addresses are considered formal submissions and will remain confidential following the Electronic Commerce Act (Republic Act No. 8792).
  - a. The use of DLSU email account is important and required for all internal parties
  - b. In case the complainant is an external party, they may use their email account accompanied by their proof of identity (e.g. government-issued ID) and a duly signed certification of the official email account to be used in all correspondence on the case
2. The complaint should be accompanied with all the evidence and testimonies to support it and must together be forwarded by the complainant via e-mail and be directly addressed to the Director of the Student Discipline Formation Office (SDFO) at [michael.millanes@dlsu.edu.ph](mailto:michael.millanes@dlsu.edu.ph) and copy furnished the SDFO at [sdfo@dlsu.edu.ph](mailto:sdfo@dlsu.edu.ph).
3. Once the complaint is verified, the SDFO Director shall immediately assign it to the Discipline Enforcement Section (DES) for initial investigation. Investigation Reports will be sent to SDFO Director for endorsement to the Office of the University Legal Counsel (OULC) through e-mail within the period provided in the SHB.
4. The student-respondent shall be furnished with a copy of the report and be allowed to submit an answer within the period stated in the SHB. The student-parties will be referred to the Office of Counseling and Career Services (OCCS) for counseling intervention, as the case may require.
5. All documents on the complaint shall be submitted to the SDFO Director. SDFO shall identify an online platform for the case documents (e.g. Animospace), to ensure data privacy and security of sensitive information.
6. The SDFO Director then forwards the case to the OULC for their recommendation and approval. The OULC may summon the parties or make further inquiries via e-mail or teleconference. If the OULC sees no probable cause or basis for the complaint, it shall dismiss the case. In case when the complaint is approved by the OULC, the case documents shall be sent back to the SDFO to continue case processing.
7. The stenographer coordinates with University Panel for Case Conference (UPCC) and Student Discipline Formation Board (SDFB) the proposed schedule of the online case conference, summary proceedings, or formal hearings through video conferencing or any alternative platform. Once the schedule is finalized, the stenographer sends an invitation to all concerned parties and offices through Google Calendar.
8. The stenographer prepares the Notice of Case Conference, Summary Proceedings, or Formal Hearing and all documents pertinent to the case and sends them online to all parties involved, indicating the date, time, online platform, and basic guidelines that will be observed.



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Student  
Affairs

9. After the Case Conference, Summary Proceedings, or Formal Hearings, the UPCC or the SDFB deliberates on the merits of the case and promulgates the decision or resolution.
10. All parties concerned shall be furnished electronically with a copy of the decision following the provisions in the SHB via email.
11. Appeals following the provisions in the DLSU Student Handbook shall also be sent and processed electronically, via email.
12. Corrective Measures if any, shall also be done electronically, either e-mail or other suitable platforms.