



University of Southeastern Philippines

Obrero Campus • Mintal Campus • Tagum-Mabini Campus • Bislig Campus

USEP FEEDBACK AND REDRESS MECHANISM

CITIZEN'S CHARTER

(Updated as of December 2019)



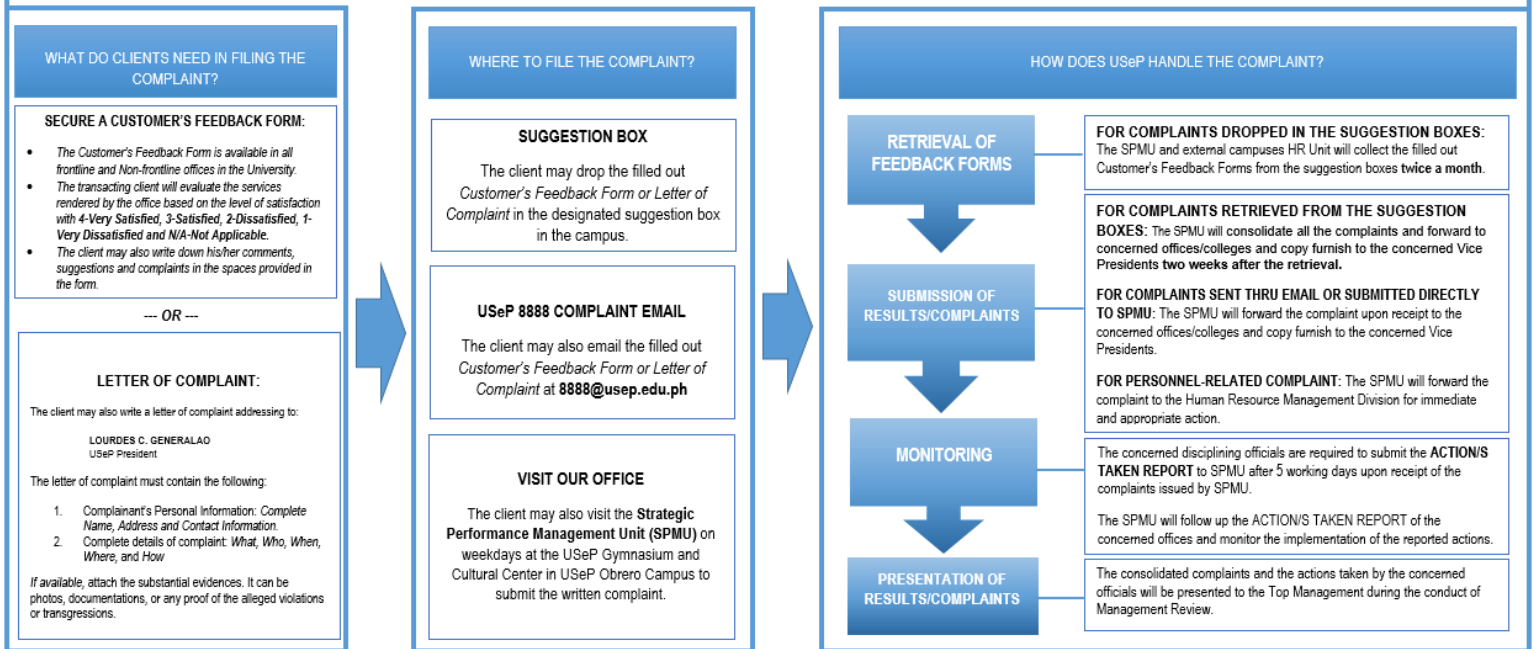
USEP Feedback and Redress Mechanism

Please let us know how we have served you by doing in any of the following:

1. Accomplish our feedback form available in the frontline offices and put this in the drop box;
2. Send your feedback through email at 8888@usep.edu.ph; or
3. Talk to the Strategic Performance Management Unit In-Charge or call us at 082-227-8192 local 281 (Obrero Campus), local 501 (Tagum-Mabini Campus), and local 504 (Mintal Campus).

PROCESS FLOW: HANDLING OF CUSTOMER'S FEEDBACK

FILING OF COMPLAINTS FOR FRONTLINE AND NON-FRONTLINE OFFICES



FRONTLINE OFFICES: Office of the Student Affairs and Services, University Testing and Guidance Center, Office of the University Registrar, University Learning Resource Center, Finance Division, Health Services Division

NON-FRONTLINE OFFICES: Office of the President, Office of the VP for PQUA, Office of the VP for Academic Affairs, Office of the VP for Administration, Office of the VP for RDE, Office of the Chancellor, Institutional Planning Division, Quality Assurance Division, Performance Management Monitoring and Evaluation Division, Resource Management Division, Career Alumni Center, ETEEAP, Curriculum and Instruction Office, Physical Development Division, Knowledge Management System Division, Office of the University Secretary, University Records Office, Human Resource Management Division, Administrative Services Division, Research Division, Extension Division, Gender and Development Office, Knowledge Technology Transfer Division, Institute of Languages and Creative Arts, Knowledge Development Center, Mindanao Center for Policy Studies, College of Development Management- Mintal Campus, College of Agriculture and Related Sciences, College of Arts and Sciences, College of Education, College of Engineering, College of Business Administration, College of Teacher Education and Technology, College of Technology, College of Information and Computing, USEP Graduate School, College of Applied Economics, Public Affairs Division, Office of the Legal Affairs, International Affairs Division.