

2. Assistance to Labor Disputes Services

This service caters an assistance provided to labor complaints against their employers and vice versa, complaints disputes for violation of the Labor laws will be forwarded to Department Of Labor and Employment E-SENA for assessment and mediation without resulting to litigation.

Office or Division:	Public Employment Service Office			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Individuals needing assistance on labor matters			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Written Complaints (1 Original copy)			Workplace	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in to logbook.	Give logbook to applicants	None	5 minutes	<i>Administrative Aide 1 (Public Employment Service Office)</i>
2. Report the complaints.	Interview client.	None	30 minutes	<i>Public Employment Service Office Manager (Public Employment Service Office)</i>
3. Wait for the result of the complaint.	Refer to Department Of Labor and Employment E-Sena for assessment and mediation	None	20 minutes	<i>Administrative Aide 1 (Public Employment Service Office)</i> <i>Department Of Labor And Employment</i>

4. Fill up Client Satisfaction Survey (CSS) form and drop at the Feedback box.	Request clients to accomplish Client Satisfaction Survey (CSS) form	None	5 Minutes	<i>Administrative Aide 1</i> (Public Employment Service Office)
TOTAL:			1 hour	