

**CITIZEN CHARTER
SPECIAL CHILDREN EDUCATIONAL INSTITUTION**

ENROLLMENT AND INTERVENTION SERVICES FOR CHILDREN WITH SPECIAL NEEDS

SCEI considers that education is for all and shall not in any way discriminate against anyone from availing the kind of education it offers. SCEI adheres to Presidential Decree (PD) No. 603 Article 164 of the Child and Youth Welfare Act which provides for the expansion and improvement of specialized educational services opportunities for children with disabilities.

Office or Division:	Special Children Educational Institution
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Children 5-6 years old, and with cognitive deficits, visually impaired, hearing impaired, with behavior problems, orthopedically handicapped, with special health problems, speech impaired, or multiple handicapped.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Enrolment Form	Available upon request at the Admin Office
2. Latest Developmental Assessment	Any Assessment Center or Hospital
3. Authenticated PSA Birth Certificate	Philippine Statistics Authority
4. Chest X-Ray	Hospital/X-Ray Clinic
5. Form 137	Last school attended (For transferees)
6. Certificate of Indigence	Barangay Hall
7. I.D. Pictures 2 pcs. 2x2 and 2 pcs. 1x1	

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1	INTERVIEW The parent/guardian of the child will be interviewed upon inquiry	Evaluate qualified students	N/A	10 minutes	Lusil A. Santiago Melanie Anne N. Arlante Carlo Santino K. Mejia Mark Gil A. Villademos Administrative Staff

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
2	SUBMISSION OF REQUIREMENTS The requirements will be submitted to the Administrator's Office	Verify the submitted documents	N/A	2 minutes	Lusil A. Santiago Melanie Anne N. Arlante Carlo Santino K. Mejia Mark Gil A. Villademos Administrative Staff
3	FILLING OUT OF ENROLMENT FORM Fill out the form correctly and completely	Collect and check the form submitted if completely filled out	N/A	2 minutes	Lusil A. Santiago Melanie Anne N. Arlante Carlo Santino K. Mejia Mark Gil A. Villademos Administrative Staff
4	ORIENTATION AND ENDORSEMENT	Discuss the rules and regulations of the school. Endorse the child to the Teacher-in-Charge.	N/A	10 minutes	Josephine C. Robledo Administrative Officer Lusil A. Santiago Melanie Anne N. Arlante Administrative Staff
5	CLASSROOM-BASED EDUCATIONAL ASSESSMENT The child will be assessed for placement purposes	Conduct initial educational evaluation for class groupings	N/A	30 minutes	Teachers-in-Charge
6	INTERVENTION	Provide intervention services that fit the child	N/A	10 months	Teachers-in-Charge
TOTAL:					

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>A mutual understanding on the various needs and problems confronting our students is achieved only by a close contact between the school and the home. Parents and guardians are encouraged to make frequent contact with the school. Feedback can be sent:</p> <p>(1) Through Class Advisers/Subject Teachers (2) Suggestion Box (3) Email (sceipasig@gmail.com)</p>
How feedback is processed	<p>Feedback sent through Class Advisers shall be sent to the office and compiled together with the feedback from the Suggestion Box on a weekly basis.</p> <p>Feedback sent through email shall be acknowledged and responded to within 48 hours.</p>
How to file a complaint	<p>Parents/guardians must submit a letter of complaint when one wishes to meet with a faculty member or the guidance counselor.</p> <p>Clients may also file a complaint through the school's email.</p>
How complaints are processed	<p>A quarterly parent-teacher communication is conducted upon release of the progress report by the respective teacher. Complaints or any suggestion by parents is addressed on this level together with the guidance counselor or the officer in charge. A decision is made after the communication based on the guidelines and rules of the school.</p> <p>Complaints sent through email shall be acknowledged and responded to within 48 hours.</p>
Contact Information	<p>Email: sceipasig@gmail.com Facebook page: facebook.com/sceipasig</p>