



**CENTER FOR WOMEN'S AND GENDER
STUDIES
EXTERNAL SERVICES**

3. REQUEST FOR GENDER SENSITIVE PSYCHOSOCIAL ASSISTANCE AND PEER COUNSELING SERVICES

The feminist and gender-sensitive peer counseling service offers free psycho-social support to the UP community—students, employees, residents, alumni, and external referrals (outside UP). It focuses on providing psychological first aid and peer counseling, particularly for women and LGBTQ+ individuals facing gender-based violence and other gender-related challenges.

Office or Division	Center for Women's and Gender Studies Training, Outreach, and Extension Program
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UP Community (Students, Residents) All (Outside Referral by partner organizations) *All <u>adult</u> victims-survivors of gender-based violence needing psycho-social assistance and those dealing with other gender-related difficulties

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Referral Letter, if applicable (1 Copy)	From appropriate referring agency
2. Informed consent form (1 copy) Note: To be submitted before actual intake and not before availing the service.	Center for Women's and Gender Studies

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send expression of interest in availing of psychosocial assistance/peer counseling through cws@up.edu.ph or psa.upcwgs@up.edu.ph or at UP Center for Women's and Gender Studies Office, Magsaysay Avenue corner Ylanan St. UP Campus Diliman, Quezon City.	1.1 Acknowledge request via email.	None	2 Minutes	<i>Administrative Assistant II</i> <i>or</i> <i>Psychosocial Counseling Assistant, UPCWGS</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1a If request is in-person, provide contact details of Psychosocial Assistant, otherwise, proceed to step 2.	None	5 Minutes	<i>Administrative Assistant II</i> Administrative Office, UPCWGS
2. Provide further information regarding the request through preferred communication channel.	2.1 Evaluate information if case can be accommodated or must be referred to appropriate service provider	None	1 Day	Psychosocial Counseling Assistant, UPCWGS
	2.1a If for referral, issue referral form	None	10 Minutes	
	2.1b If can accommodate, issue informed consent form	None	10 Minutes	
3. Submit accomplished informed consent form.	3.1 Start the first counseling session.	None	1 Hour	Psychosocial Counseling Assistant, UPCWGS
	3.1a If client request other dates, schedule the first counseling session	None	5 Minutes	Psychosocial Counseling Assistant, UPCWGS
TOTAL			1 Day, 1 Hour, 32 Minutes	



**CENTER FOR WOMEN'S AND GENDER
STUDIES
INTERNAL SERVICES**

3. REQUEST FOR GENDER SENSITIVE PSYCHOSOCIAL ASSISTANCE AND PEER COUNSELING SERVICES

The feminist and gender-sensitive peer counseling service offers free psycho-social support to the UP community—students, employees, residents, alumni, and external referrals (outside UP). It focuses on providing psychological first aid and peer counseling, particularly for women and LGBTQ+ individuals facing gender-based violence and other gender-related challenges.

Office or Division	Center for Women's and Gender Studies, Training, Outreach, and Extension Program
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP Employees (Faculty, Staff) *All <u>adult</u> victims-survivors of gender-based violence needing psycho-social assistance and those dealing with other gender-related difficulties

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Informed consent form (1 copy) Note: To be submitted before actual intake and not before availing the service.	Center for Women's and Gender Studies

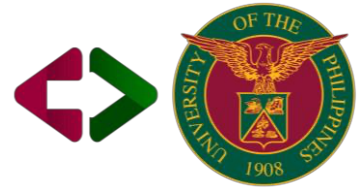
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send expression of interest in availing of psychosocial assistance/peer counseling through cws@up.edu.ph or psa.upcwgs@up.edu.ph <i>Note: In-person request is accommodated at UP Center for Women's and Gender Studies Office, Magsaysay Avenue corner Ylanan St. UP Campus Diliman, Quezon City.</i>	1.1 Acknowledge request via email.	None	2 Minutes	<i>Administrative Assistant II</i> Administrative Office, UPCWGS or Psychosocial Counseling Assistant, UPCWGS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1a If request is in-person, provide contact details of Psychosocial Assistant, otherwise, proceed to step 2.	None	5 Minutes	<i>Administrative Assistant II</i> Administrative Office, UPCWGS
2. Provide further information regarding the request through preferred communication channel.	2.1 Evaluate information if case can be accommodated or must be referred to appropriate service provider	None	1 Day	Psychosocial Counseling Assistant, UPCWGS
	2.1a If for referral, issue referral form	None	10 Minutes	
	2.1b If can accommodate, issue informed consent form	None	10 Minutes	
3. Submit accomplished informed consent form.	3.1 Start the first counseling session.	None	1 Hour	Psychosocial Counseling Assistant, UPCWGS
	3.1a If client request other dates, schedule the first counseling session	None	5 Minutes	Psychosocial Counseling Assistant, UPCWGS
TOTAL			1 Day, 1 Hour, 32 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM

Feedback and Complaints Mechanism	
How to send feedback?	The UP System Administration receives feedback through the following modes: a. <u>Client Satisfaction Measurement Survey</u> This feedback form shall be accomplished by clients as requested by UPSA Offices and Units after clients have availed services indicated in the latest UPSA Citizen's Charter. Physical copy of this form is available in the UPSA Offices and Units. b. <u>Service Feedback Form</u> This Service Feedback Form allows clients to provide feedback on the general service delivery of the UPSA Office/Unit they have transacted with. c. Email and/or Physical Copy of Form Physical copies of these forms are also available in the UPSA Offices and Units. Transacting clients may answer the online form or accomplish the physical form and leave it at the office/unit they transacted with.
How is feedback processed?	Feedback shall be processed differently based on the channel used by clients: 1. For <u>online forms (CSM and SFF)</u>, UPSA Office concerned shall directly receive the respondent's answer their office's official email. Feedback requiring answers shall be answered within three (3) days upon receipt of the feedback. 2. For feedback received directly by the office through the submission of physical forms, the UPSA Offices/Units shall review it within the week and respond to feedback by clients within three (3) days. For inquiries and follows-ups, the UPSA CART may be contacted via the following channels: Email: tapat.up@up.edu.ph

	Contact Number: (02) 8981-8500 loc 2525
How to file complaints?	Clients may file complaints/grievance via the same Service Feedback Form. The client may also send a complaint letter/email to the UPSA CART Secretariat via email by answering the form or sending a direct email to tapat.up@up.edu.ph with the following details: - Name of the person being complained - Incident - Evidence - Contact Details (Full Name, Email)
How are complaints processed?	Both email and the form shall be checked by the UPSA CART Secretariat regularly and make sure that complaints received within the day are acknowledged and referred to the appropriate resolving office/unit. The UPSA CART shall make sure that the complaints are managed and resolved in a timely manner. The UPSA CART shall maintain a monitoring sheet of complaints received by UPSA. The summary of these monitoring sheet shall be provided to the UP President during Management Review. For inquiries and follows-ups, the UPSA CART may be contacted via the following channels: Email: tapat.up@up.edu.ph Contact Number: (02) 8981-8500 loc 2525
Contact Information of ARTA, PCC, CCB	You may send all complaints against UPSA to 1. Anti-Red Tape Authority (ARTA) Email: complaints@arta.gov.ph Hotline: 1-ARTA (1-2782) ARTA Complaint Center 0928-690-4080 0969-257-7242 2. 8888 Citizens' Complaint Center (8888 CCC) Complaint Form Hotline: 8888 Via text: Send your Name (or Anonymous) / Concerned Agency / Complete details of the complaint then send it to 8888. 3. Contact Center ng Bayan (CCB) Mobile SMS: 0908-8816565



	Email: email@contactcenterngbayan.gov.ph Website: www.contactcenterngbayan.gov.ph CSC Hotline: 8932-0111
--	---



LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
Office of the Vice President for Academic Affairs (OVPAAs)	Quezon Hall, University of the Philippines, Diliman, Quezon City	(+632) 8962-6345 (+632) 8981-8500 local 2528 ovpaa@up.edu.ph
UP Center for Women's and Gender Studies (UPCWGS)	Magsaysay Avenue Corner Ylanan Street, University of the Philippines, Diliman Quezon City	(+632) 8920-6950 (+632) 8981-8500 local 4226 (+632) 8981-8500 local 4231 cws@up.edu.ph admin.upcwgs@up.edu.ph
Office of the Director		director.cwgs@up.edu.ph
Gender-Sensitive Psychosocial Assistance and Peer Counseling		psa.upcwgs@up.edu.ph
Research, Publication and Resource Collection Program		(+632) 8981-8500 local 4230 research.cwgs@up.edu.ph
Training, Outreach, and Extension Program		(+632) 8981-8500 local 4228 training.upcwgs@up.edu.ph
Library Services		(+632) 8981-8500 local 4229 library.cwgs@up.edu.ph
Kalinga Day Care Center	50 Aglipay corner Agoncillo Street, University of the Philippines, Diliman Quezon City	(+632) 7000-8210 kdcc.upcwgs@up.edu.ph