



FREQUENTLY ASKED QUESTIONS (FAQs) Legal Service-Hearing and Investigation Division

1. ***What rules apply in the investigation of administrative complaints filed before the PRC?***

PRC Resolution No. 2025-1949, Series of 2025, otherwise known as the 2025 Revised Rules in Administrative Investigations (“2025 Revised Rules”, for brevity) shall apply in the conduct of administrative proceedings before the PRC.

2. ***Who may file a complaint?***

A complaint may be filed by parties in interest or their duly authorized representative.¹

3. ***Where shall the complaint be filed?***

A complaint may be filed at the Legal Service of the Central Office or in the Legal Division/Section of the Regional Office considering primarily the residence and/or principal office of the parties in the determination of the appropriate venue.²

4. ***Who can be the subject of a complaint?***

The following persons may be the subject of an administrative complaint or investigation before the Commission and/or the Boards:

- (a) Chairpersons, Vice-Chairpersons, and Members of the Boards;
- (b) Officers and employees of the Commission;
- (c) A person who is a registered professional, a holder of a special temporary permit or temporary training permit;
- (d) Any person who practices the regulated profession or occupation without being authorized by law; or without being registered and licensed by the concerned regulatory Board; or without being issued the corresponding Certificate of Registration/Professional License or Special Temporary Permit;
- (e) Examinees, applicants for examination, applicants for registration without examination, examination personnel, or persons/entities not necessarily connected with the Commission; and
- (f) Professionals whose certificates of registration and/or professional identification cards have been revoked by final judgment, for re-issuance

¹ 2025 REVISED RULES, Rule III, sec. 1.

² Except cases or complaints involving Members of the Boards and officers and employees of the Commission which shall be commenced and heard in the Central Office. See 2025 REVISED RULES, Rule II, sec. 2 in relation to Rule I, sec. 2.

of their professional licenses and reinstatement into the practice of the profession.³

5. *How is the complaint filed?*

A complaint may be filed personally, through registered mail, or by private courier. Thereafter, the filing party should transmit an electronic copy of the complaint thus filed.^{**4}

While the electronic transmittal of the complaint is required, the complaint should be filed in the manner above. Electronic filing, as a primary mode of filing of complaints, is not authorized under the 2025 Revised Rules.

The complaint shall be deemed incomplete for failure to transmit the electronic copy thereof and may cause the dismissal of the complaint without prejudice.⁵

(**Subject to the designation of official email addresses that may be provided by the Central Office or concerned Regional Office, and published in the Commission's website.)

6. *What are the form and contents of a complaint?*

The complaint must be written in a clear, simple, and concise language to inform the respondent of the nature and cause of the charge/s against him/her. It shall contain the following:

- (a) Caption where the name of the agency, the title of the action, and the docket number, if assigned, is indicated.

The title of the action indicates the names of the parties. They shall all be named in the original complaint; but in subsequent pleadings, it shall be sufficient if the name of the first party on each side be stated with an appropriate indication when there are other parties. Their respective participation in the case shall be indicated.

- (b) Full name and complete current address/es of the complainant and the respondent;
- (c) Respondent's profession together with his/her professional license number or special temporary permit number and date of issuance;
- (d) If the respondent is an examinee, the licensure examination applied for or taken and the date/s thereof. In the case of an applicant for registration without examination, the profession applied for, with proof that said person is an examinee or an applicant for registration without an examination;
- (e) A brief narration of the material facts, including:

³ 2025 REVISED RULES, Rule I, sec. 2.

⁴ 2025 REVISED RULES, Rule III, sec. 2.

⁵ 2025 REVISED RULES, Rule III, sec. 4.2.

- i. Designation of the acts or omissions committed as stated in the Professional Regulatory Laws, the Code of Ethics, and/or standards of professional practice, with reference to the specific section or subsection of the said law or issuances;
 - ii. Allegations of the party's claims and defenses, relief prayed for, and the date of the pleading;
- (f) Statement of complainant's willingness to: (1) attend/participate in conciliation-mediation conference and hearings, if any, via videoconference, and indicating his/her official email address and contact details; and (2) receive electronic notices.
 - (g) Verification;
 - (h) Certificate of Non-Forum Shopping; and
 - (i) Original affidavits of witnesses, original or certified true copies of documentary evidence, or other evidence in support of the allegations contained in the complaint filed.⁶

The absence of any of the formal requirements stated above may cause the dismissal of the complaint without prejudice to its re-filing upon compliance with the said requirements.⁷

The complaint shall be filed in three (3) legible copies plus such numbers as there are respondents.⁸

7. *Is the payment of docket and legal research fees necessary in filing a Complaint? How are legal fees paid?*

Yes. A complaint shall be considered filed only upon payment of the correct docket and legal research fees.⁹

Only cash payments shall be accepted for in-person filing.

In cases of complaints filed through registered mail or private courier, payment of docket and legal research fees shall be made through issuance of a Postal Money Order (PMO) payable to the Professional Regulation Commission, to be attached to the complaint.¹⁰

In the absence of online payment facilities, payments may not be remitted online and should be made as in the preceding.

⁶ 2025 REVISED RULES, Rule III, sec. 3.

⁷ 2025 REVISED RULES, Rule III, sec. 4.1.

⁸ 2025 REVISED RULES, Rule III, sec. 5.

⁹ 2025 REVISED RULES, Rule V, sec. 4.

¹⁰ 2025 REVISED RULES, Rule V, sec. 4.

8. How much is the filing fee?

A fee of Two Hundred and Forty-Five Pesos (₱245.00) shall be charged upon receipt of the complaint.

9. Who are exempt in paying the required filing fees?

An indigent litigant shall be exempt from the payment of docket and other lawful fees. He/she must submit supporting documents or official certifications of indigency in order to claim exemption.¹¹

National government agencies and instrumentalities are also exempt from paying legal fees.¹²

10. How are pleadings and motions filed?

The filing party must file the pleading or motion in three (3) legible copies which should be accompanied by proof of service upon all other parties.¹³

Pleadings and motions shall be primarily filed in person, by registered mail, or *via* private courier. Electronic filing of pleadings shall be made only as may be authorized by the Board and/or the Commission.¹⁴

11. What are additional requirements in filing pleadings or motions?

The filing party must submit electronic copies of the pleading or motion within twenty-four (24) hours from the filing of the hard copies, in the manner provided under Section 4, Rule XII of the 2025 Revised Rules.**

(**Subject to the designation of official email addresses that may be provided by the Central Office or concerned Regional Office, and published in the Commission's website.)

12. How should pleadings and motions be served upon the parties?

Pleadings and motions may be served in person, by registered mail, or *via* private courier.¹⁵

Electronic service of a pleading or motion may be made upon a party who consented to such electronic service.¹⁶

¹¹ 2025 REVISED RULES, Rule V, secs. 5 and 6.

¹² 2025 REVISED RULES, Rule V, sec. 7.

¹³ 2025 REVISED RULES, Rule XI, sec. 1.

¹⁴ 2025 REVISED RULES, Rule XI, sec. 2.

¹⁵ 2025 REVISED RULES, Rule XI, sec. 2.

¹⁶ 2025 REVISED RULES, Rule I, sec. 8.