**Order No. 3/R/WSPA/2021-2022**

**Rector of the University of Enterprise and Administration in Lublin**

**from October 22, 2021**

**on the introduction of a procedure for receiving and considering complaints   
and applications at the University of Enterprise and Administration in Lublin**

*Based on: § section 18 point 1 of the Statute of the University of Enterprise and Administration   
in Lublin, constituting an annex to Resolution of the Management Board of Dyplom Sp. z o. o. in Łódź No. 1 of April 2, 2021 on amending the Statute of the University of Enterprise  
and Administration in Lublin, the following is hereby ordered:*

**§1.**

I hereby introduce the "Procedure for receiving and considering complaints and applications at the University of Enterprise and Administration in Lublin" (hereinafter: the Procedure), in the wording constituting Annex No. 1 to this regulation.

**§2.**

The order comes into force on the date of its signing.

*Appendix No. 1 to Order No. 3/R/WSPA/2016-2017 of the Rector of the University of Enterprise and Administration in Lublin of October 22, 2021*

**PROCEDURE FOR RECEIVING AND HANDLING COMPLAINTS AND APPLICATIONS   
AT THE UNIVERSITY OF ENTERPRISE AND ADMINISTRATION IN LUBLIN**

**§ 1. Purpose of the procedure**

The procedure specifies the rules for receiving and considering complaints and applications submitted by students, postgraduate students, research and teaching staff, administrative staff and other persons.

**§ 2. Subject and method of filing a complaint or motion**

1. The subject of the complaint may be, in particular, negligence or improper performance of duties by university bodies or employees, violation of the rule of law or the interests of the complainants,   
   as well as lengthy or excessively formalized handling of matters.
2. The subject of the application may include, in particular, matters relating to improving the organisation of the university, improving the quality of education at the university, strengthening the rule of law, streamlining work and preventing abuses, protecting property - including intellectual property, and better meeting the needs of the university's academic community.
3. Complaints and motions may be submitted in writing, by e-mail, and orally for the record.
4. If a complaint or request is filed orally, a report is prepared according to the template attached as Annex 1 to this procedure, which should include:
5. date of receipt of the complaint or request,
6. data (name, surname/institution name) and address and telephone number of the reporting person,
7. a concise description of the contents of the case,
8. information about attached documents,
9. signature of the person submitting the complaint or application,
10. signature of the person receiving the complaint or application.
11. If the applicant so requests, the person receiving the complaint or application shall confirm its receipt.
12. Complaints and applications should be submitted to the Rector’s Office, the Centre for Higher Studies or the Centre for Postgraduate Studies, during the days and hours of receiving interested parties or working hours of the above organisational units, and may also be sent by traditional or electronic mail.
13. Students may file complaints or report conflict situations to the Rector, Vice-Rectors, Chancellor, Deans responsible for a given field of higher education in person, as well as through the group head or representative of the Student Government.
14. Complaints or reports of conflict situations should be described in detail. In case of doubts about their content, the reporting party may be asked to clarify them.
15. The condition for accepting a complaint or application for consideration is the signature of the person filing the complaint or application. In group cases, signatures should be submitted by all members of the group.
16. Complaints and requests of an anonymous nature will not be considered.

**§ 3. Bodies responsible for handling complaints and applications**

1. The bodies responsible for considering complaints and applications are:
2. Director or Head of the Centre for Higher Studies – in the case of complaints and requests concerning matters related to teaching and organisation of higher education studies and concerning students,
3. Director or Head of the Postgraduate Studies Centre - in the case of complaints and requests concerning matters related to teaching and organisation of postgraduate studies and concerning postgraduate students,
4. Chancellor – in the case of complaints and requests concerning administrative matters and the organisation of administration,
5. Rector and Vice-Rectors – in other matters, as well as in matters concerning the persons   
   referred to in paragraphs 1-3, and in matters of appeals against decisions taken by these persons.
6. Complaints and motions referred to in par. 1 are considered by the body competent in the matter on its own or are assigned for consideration to the heads of organizational units competent in terms of their content.
7. A complaint against an employee may be forwarded to his/her superior for consideration. Information   
   about the forwarding of the complaint is recorded in the Register and also forwarded to the complainant.
8. A complaint concerning a specific person may not be forwarded for consideration to that person or to a person to whom that person is in a relationship of superiority.
9. In each case, the manner of consideration must be notified to the body that submitted the case for consideration and recorded in the Register.

**§ 4. Registration of complaints and requests**

1. All complaints and applications received by the Higher School of Entrepreneurship and Administration are forwarded for registration in the Central Register of Complaints and Applications (hereinafter: Register), located in the Rector's Office of the University. The register template constitutes Annex No. 2 to this procedure.
2. After registration, a given complaint or application shall be forwarded, in accordance with its competence, to the bodies referred to in § 3 section 1. Information about the forwarding of a given complaint or application shall be entered in the Register.
3. After considering a given case, information on how the complaint or request was resolved is recorded in the Register.

**§ 5. Consideration of complaints and requests**

1. After registering a complaint or application in the Register, the body or person entrusted with considering the complaint or application shall take the necessary steps to consider and explain it.
2. If the content of the complaint or application does not allow its subject to be properly determined, the person submitting the complaint or application shall be requested to provide an explanation or supplementation, with the instruction that failure to remove these deficiencies will result in the complaint or application not being considered.
3. If the consideration of a complaint or application requires prior examination and clarification of the matter, the body competent to consider the complaint or application collects the necessary materials. For this purpose, it may request the relevant organizational units in this respect to provide the necessary materials and explanations.
4. If a complaint or application concerns several matters to be considered by different bodies, the body to which the complaint or application has been submitted shall consider the matters falling within its competence, and shall immediately forward the remaining matters to the competent bodies, sending a copy of the complaint or application, and shall at the same time notify the person submitting the complaint or application thereof, and shall also record the fact of forwarding in the Register.
5. Complaints and requests are dealt with without undue delay, but no later than within one month, and in the case of a particularly complex case – no later than two months from the date of filing the complaint or request.
6. The person who submitted the complaint or request must be notified of the manner in which it will be dealt with.
7. The notification regarding the procedure for handling a complaint or request, the template of which constitutes Annex 3 to this procedure, should include:
8. designation of the body or person from which it comes,
9. an indication of how the complaint or request was dealt with,
10. signature stating the name, surname and position of the person authorized to deal with the complaint or request,
11. the notification of rejection of a complaint or request should also include factual and legal justification and instructions.
12. In case of failure to resolve the matter within the time limit specified in paragraph 5, the party shall be notified, stating the reasons for the delay and indicating a new deadline for resolving the matter.
13. If the allegations and deficiencies contained in the complaint or application are confirmed, consideration should be given to issuing an order or taking other appropriate measures to remedy or eliminate the deficiencies identified and the causes of their occurrence.
14. If, after examining and analysing the complaint or application, no irregularities or deficiencies are identified, the complaint or application shall be dismissed as unfounded.
15. A complainant who is dissatisfied with the manner in which a complaint has been resolved has the right to lodge an appeal with the Rector of the University.
16. An applicant who is dissatisfied with the manner in which his or her application has been resolved has the right to file a complaint.
17. The Rector shall consider the appeal referred to in paragraph 11 within one month of filing the appeal.
18. The decision made by the University Rector is final.