

PROCEDURE FOR DEALING WITH COMPLAINTS AND APPLICATIONS

§ 1 Purpose of the procedure

1. The procedure defines the rules for receiving and dealing with complaints and applications filed by students, postgraduate students, doctoral students, research and teaching staff, administrative staff and other persons.

§ 2 Basic definitions

1. The subject of the complaint may be, in particular, the negligence or improper performance of tasks 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 cases.
2. The subject of the application may, in particular, be matters of improving the organization of the university, improving the quality of education at the university, strengthening the rule of law, improving work and preventing abuse, protection of property, including intellectual property, and the better fulfilment of the needs of the university's academic community.

§ 3 Responsibility

1. The Rector supervises and controls complaints and applications.
2. Written complaints and applications are received at the Rector's Office, the Dean's Office and the Office of the Center for Postgraduate Studies and Training.
3. Receipt and examination of complaints and applications is coordinated by the Rector's Office, and in particular, they maintain a register of complaints and applications, a template of which constitutes Annex 1 hereto, keep copies of complaints and applications and copies of replies to them.

§ 4 Procedure

1. Complaints and applications may be submitted in any form: written, oral or electronic.
2. Written complaints and applications are submitted to the Rector's Office, the Dean's Office and the Office of the Centre for Postgraduate Studies and Training.
3. The Rector delegates the handling of the complaint or application to the person responsible for coordination of the area which the complaint or application relates to.
4. The responsibilities of individual employees are specified in the Organizational Regulations of WSB University.
5. Students may file complaints or report conflict situations to the Deputy Deans competent for the student's field of study in person or through the group representative, a representative of the Student Government, and the semester supervisor at the Dean's Office.
6. Postgraduate students file complaints or report conflict situations to the Head of the Center for Postgraduate Studies and Training through the supervisor of a given postgraduate program or in person.
7. The submission of complaints and applications via the student box located in the Dean's Office is also allowed.

8. Complaints or the reports of conflict situations should be described in detail. In the case of doubts as to their content, applicants may be requested to clarify them. The Deputy Deans and the Head of the Centre for Postgraduate Studies and Training are obliged to conduct exhaustive explanatory proceedings.
9. The complaint or information on the conflict situation should be resolved within 14 days, and in special cases up to 30 days, which the student who has filed the complaint should be informed about in oral, written or electronic form.
10. In the event non-consideration or unsatisfactory resolution of complaints or any reports of conflict situations by responsible persons, the person who has filed the complaint is entitled to file a written appeal to the Dean, and in the case of postgraduate students to the Director of the Centre for Postgraduate Studies and Training.
11. The appeal of the reported complaint or information on the conflict situation should be resolved within 14 days.

§ 5 Annex:

The template of the register of complaints and applications