

APPROVED

By the Director of the College of Saint
Ignatius of Loyola
Order No V-30 of 21 April 2021

DESCRIPTION OF THE PROCEDURE FOR HANDLING APPEALS AND COMPLAINTS FROM STUDENTS OF ST. IGANATIUS OF LOYOLA COLLEGE

I. GENERAL PROVISIONS

1. The College's Student Appeals and Complaints Procedure (hereinafter referred to as "the Procedure") sets out the procedure for receiving and considering student appeals, responding to appeals, and implementing decisions on appeals that have been upheld.
2. The student(s), personally or through the mediation of the Students' Representation (the President of the Representation), shall have the right to appeal to the Administration of the College of St. Ignatius of Loyola (hereinafter referred to as the "Administration") regarding the violation of the rights or legitimate interests established by law, the Statute of the College, and other normative acts.
3. Student(s) appeal or complaint - a written complaint by a student(s) of the College to the Administration regarding a violation of rights or legitimate interests established by law, the Statute of the College and other normative acts. Student(s) appeals and complaints may not be the subject of evaluations of study results (examinations, final thesis defence) made by the established committees.
4. The deadlines set out in the Regulations do not apply in July and August.
5. The procedures set out in the Regulations shall apply equally to appeals/complaints made by one or more students (group of students).

II. PROCEDURE FOR STUDENTS' APPEALS AND COMPLAINTS AND GRIEVANCE HANDLING

6. A student's appeal and complaint is valid if:
 - 6.1. it is submitted in writing no later than 10 working days after the infringement;
 - 6.2. the names and positions of the persons directly involved, the circumstances, the justifications and the evidence on which the student relies to substantiate his/her breach of interest;
 - 6.3. it has been submitted, registered and examined in accordance with the procedure set out in point 7.
7. The student's appeal and complaint shall be dealt with in accordance with the following sequence:
 - 7.1. The student shall first submit the appeal and complaint to the Head of the Department in which the student is studying. The appeal and complaint submitted by the student shall be registered in the documentation of the Department by the curator of the study programme and forwarded to the Head of Department. The Head of Department shall examine the student's appeal and complaint and provide the student with a written response within 15 working days. The Head of Department shall have the

right to set up a committee to examine the appeal and complaint. In this case, the conclusions of the panel shall be a recommendation to the Head of Department. If the student's appeal and complaint indicates a possible violation of interests in relation to a matter that must be dealt with urgently (marking of an examination or other report, reviewing, opposing, defending, awarding of tuition fees, etc.), the Head of Department shall deal with the appeal and complaint within 3 working days.

7.2.If the student is not satisfied with the decision made by the Head of Department or does not receive a written response within 15 working days, then the student may, within five working days, submit a secondary appeal and grievance to the Principal of the College to complain about the violation of his/her rights or legitimate interests. The student must attach to the secondary appeal and complaint a copy of the appeal and complaint made on behalf of the Head of Department and the Head's response to the appeal. The statement of appeal and complaint shall also be submitted to the Principal of the College in cases where the Head of Department or other members of the Administration are directly implicated in the appeal and complaint. A secondary appeal and complaint must be considered and a written reply given to the student within 15 working days, or 3 working days if the matter is urgent.

7.3. if the student is not satisfied with the decision made by the Principal of the College (or the person or committee commissioned by the Principal) or does not receive a written response within 15 working days, he/she may, within 5 working days, file a third appeal and a statement of complaint with the Dispute Resolution Committee. The statement of the tertiary appeal and complaint shall be submitted to the Chairperson of the Disputes Committee and registered. The statement of third appeal and complaint shall be accompanied by copies of the previous statements of appeal and complaint and the replies thereto. The tertiary appeal and complaint shall be dealt with in accordance with the procedures laid down in the Dispute Committee's Regulations.

8. If the student is not satisfied with the decision of the Disputes Committee, he/she shall have the right to appeal to the court in accordance with the procedure established by the laws of the Republic of Lithuania.

III. IMPLEMENTATION OF DECISIONS ON SUCCESSFUL APPEALS AND COMPLAINTS

9. A student's appeal or complaint, the consideration of which has revealed violations of the law and the student's rights and interests, shall be deemed to have been justified. The decision on a successful appeal or complaint shall specify the specific actions to be taken, the time limits within which they are to be carried out and the persons responsible for remedying the breaches of the law and restoring the student's rights and legitimate interests. The decision must be implemented within a maximum of 10 working days.

10. Supervision of the implementation of the Decision shall be delegated to:

- 10.1. when the decision is taken by the head of the department, to the Head of Studies and Research/Deputy Director.
- 10.2. when the decision is taken by the Director, by an employee of the Administration or by a commission mandated by the Director;
- 10.3. in the case of a decision by the Disputes Committee, to the Head of Studies and Research/Deputy Director.
11. If persons whose actions or incompetence have violated the legislation and the rights and interests of the student are identified, the institution that made the decision must notify the Principal of the College in a separate written statement.

IV. FINAL PROVISIONS

12. The Student Appeals and Complaints Procedure shall enter into force on the date of its approval.