APPROVED BY
order No. V-30 of the Director of St. Ignatius
of Loyola College of 21 April 2021

DESCRIPTION OF THE PROCEDURE FOR HANDLING STUDENT APPEALS AND COMPLAINTS OF ST. IGNATIUS OF LOYOLA COLLEGE

I. GENERAL PROVISIONS

1. The Description of the Procedure for Handling Student Appeals and Complaints of the College (hereinafter referred to as the Description) establishes the procedure for receiving and handling student appeals, responding to appeals, and implementing decisions on appeals upheld.
2. The student(s) personally or through the mediation of the Student Representative Council (the President of the Student Representative Council) shall have the right to address the administration of St. Ignatius of Loyola College (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. An appeal or complaint of the student(s) shall constitute 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. Assessments of the results of studies (examinations, thesis defences) made by the commissions set up in accordance with the established procedure may not be the subject of an appeal or complaint submitted by a student(s).
4. The deadlines set out in the Description shall not be applicable in July and August.
5. The procedure set out in the Description shall apply equally to an appeal/complaint submitted by one or more students (group of students).

II. PROCEDURE FOR SUBMITTING AND HANDLING STUDENT APPEALS AND COMPLAINTS

6. An appeal or complaint submitted by a student shall be considered valid if:

6.1. it is submitted in writing no later than 10 working days after the violation;

6.2. the names, surnames and positions of the persons directly involved, the circumstances, the grounds and the evidence on which the student bases the violation of their interests;

6.3. it is submitted, registered and handled in accordance with the procedure set out in clause 7.

7. An appeal or complaint submitted by a student shall be handled in accordance with the following procedure:

7.1. the student shall first submit the statement of appeal or complaint to the Head of the Department in which the student is enrolled. The curator of the study programme shall register the appeal or complaint with the documentation of the Department and forward it to the Head of Department. The Head of Department shall consider the appeal or complaint submitted by the student

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and provide the student with a written response within 15 working days. The Head of Department shall have the power to set up a commission to handle appeals and complaints. In this case, the conclusions of the commission constitute only a recommendation to the Head of Department. The response of the Head of Department to the appeal or complaint submitted by a student shall be recorded in the documentation of the Department. If the possible violation of interests referred to in the student appeal or complaint concerns a matter that must be handled urgently (the assessment of an exam or other test, the review, opposition, defence of a thesis, the payment of tuition fees, etc.), the Head of Department shall handle the appeal or complaint within 3 working days.

7.2. if the decision of the Head of Department is not satisfactory to the student or if they do not receive a written response within 15 working days, the student shall have the right to submit a secondary statement of appeal or complaint to the Director of the College within 5 working days, regarding the violation of their rights or legitimate interests. The student shall attach copies of the statement of appeal or complaint addressed to the Head of Department and the response thereto to the secondary statement of appeal or complaint. A statement of appeal or complaint shall also be submitted to the Director of the College directly in cases where the Head of Department or other members of the Administration are directly involved in the violation of interests referred to in the appeal or complaint. Secondary appeal or complaint shall be handled and a response given to the student in writing within 15 working days, or within 3 working days in the case of an urgent matter.

7.3. if the decision of the Director of the College (or any person or commission authorised by him) is not satisfactory to the student or they do not receive a written response within 15 working days, the student shall have the right to submit a tertiary statement of appeal and complaint to the Dispute Commission within 5 working days. The tertiary statement of appeal or complaint shall be submitted to the Chairperson of the Dispute Commission and registered. Copies of the previous statements of appeal or complaint and of the responses thereto shall be attached to the tertiary statement of appeal or complaint. Tertiary appeals or complaints shall be handled in accordance with the procedures laid down in the regulations of the Dispute Commission.

8. Should the decision of the Dispute Commission not satisfy the student, they 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 APPEALS AND COMPLAINTS UPHELD

9. A student appeal or complaint, the consideration of which revealed a violation of the law and of the rights and interests of the student, shall be deemed to have been upheld. The decision on an appeal or complaint upheld shall specify the specific actions, time limits and the persons responsible for remedying the violations of the law and for restoring the rights and legitimate interests of the student. The decision must be implemented within a maximum of 10 working days.

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

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10.1. the Head of Studies Department/Deputy Director, where the decision is taken by the Head of Department;

10.2. a member of Administration or a commission authorised by the Director, where the decision is taken by the Director;

10.3. the Head of Studies Department/Deputy Director, where the decision is taken by the Dispute Commission.

11. Upon identification of persons whose actions or incompetence have resulted in a violation of applicable law and the rights and interests of the student, the institution taking the decision shall notify the Director of the College in a separate written report.

IV. FINAL PROVISIONS

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

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