

ADAM UNIVERSITY



«APPROVE»

Rector of Adam University

S.R. Sirmbard

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Regulation on the procedure for handling complaints and suggestions from students and staff of Adam University

Bishkek 2020

The present Regulation "On the procedure of handling complaints and requests of students" (hereinafter - the Regulation) establishes the procedure for handling complaints or suggestions from students, staff and faculty of Adam University.

1. General provision

1.1. These Regulations establish the procedure for consideration of complaints and suggestions received from students and staff of the Adam University.

1.2. The Regulations regulate legal relations connected with realization of the right of a student/employee to apply to Adam University and its officials.

1.3. These Regulations have been developed on the basis of:

- Law of KR "On Education";
- Law of KR "On procedure of consideration of citizens' appeals" dated 04.05.2007 #67;
- The Law of KR "On counteraction to corruption" from 08.08.2012 for № 153;
- The Charter of Adam University;
- Code of Ethics of Adam University.

1.4 Students/employees have the right to address personally or anonymously through the box for complaints and suggestions, which is installed in the lobby of the University or online through the University website, as well as sending individual and collective appeals to the Adam University and its officials. Citizens realize the right to address freely and voluntarily. Exercise of the right to appeal by citizens should not violate the rights and freedoms of other persons.

1.5. The final result of the appeal consideration is:

- oral or written answer on the merits of questions set in the appeal taking into account taken measures on earlier received appeals of the same applicant and essence of answers and explanations given to him earlier;
- necessary actions performed on the merits of the questions posed and taking into account the measures taken on earlier received appeals of the same applicant and essence of answers and clarifications given to him earlier.

1.6. Requirements at personal address of students/employees:

- A student/employee must indicate his/her surname, first name, middle name (last name if available), mailing address to which a response is to be sent, the nature of the proposal, statement or complaint, a personal signature and date.
- If necessary, the student/employee shall enclose copies of documents and materials relating to the substance of the matter with the written request.
- The written request is mailed to the postal address:

720010, Kyrgyz Republic, Bishkek, Molodaya Gvardiya Blvd. 55.

- address can be sent by e-mail (ccbaf@gmail.com).

- If in the appeal received on the official website of Adam University specified surname, name, middle name (the last name - if available), mailing address, such an appeal is considered as a

written application; if there are no details of the author - the answer in a summarized form is published on the site and at meetings of students / staff are voiced answers.

1.7. The appeal is not considered in the case:

- if the text of appeal cannot be read (the applicant is notified about it, if his surname and address are readable);
- if there is a request from a student/employee not to consider his appeal.

1.8. The following basic terms are used in this Regulation:

- Student/employee application (hereinafter - application) - sent to the official of the Adam University in written or in the form of an electronic document a proposal, statement or complaint, as well as an oral application of a citizen. Appeals received from the same person on the same question are considered to be repeated if from the moment of submission of the first appeal the term of consideration has expired or the applicant is not satisfied with the answer given to him/her. Letters of the same person and on the same question, received before expiration of the term of consideration, are considered primary. Letters of citizens without mentioning their surname and address are considered anonymous.
- suggestion - student/employee recommendation aimed at improving the activity of Adam University;
- statement - request of the student/employee for assistance in realization of his/her constitutional rights and freedoms or constitutional rights and freedoms of other persons, or report about violation of laws and other regulatory legal acts, shortcomings in the work of the team of Adam University, or criticism of Adam University;
- complaint - a request by a student/employee to restore or protect his or her violated rights, freedoms, or legal interests;
- Official - a manager, employee, or employee of Adam University who has authority.

2. Main tasks

2.1. The main tasks of the Regulation's functioning are: provision of operative admission, accounting, and consideration of written applications of students/employees, containing observance of rights, freedoms or lawful interests of a student/employee of Adam University:

- Processing, sending requests for consideration and taking appropriate measures and decisions, established by the legislation of KR;
- Analysis of appeals received through the "Box for complaints and suggestions" or appeals through the site;
- operative response to the complaint, request and suggestions of the student/employee.

2.Direction and registration of written application

2.1 The student/employee shall send a written application directly to the official whose competence includes solving the issues raised in the application or to the appropriate structural unit of Adam University.

2.2 A written request is subject to mandatory registration within three days of its arrival at Adam University or an official.

2.3 A written application containing issues that are not within the competence of a structural unit or an official shall be sent within seven days from the date of registration to the appropriate structural unit or an official that is competent to resolve the issues raised in the application, with notification of the student/employee who sent the application about forwarding of the application.

2.4 Structural subdivision or official at sending of written application for consideration to other structural subdivision or other official can in case of necessity request documents and materials on results of consideration of written application in specified structural subdivision or official.

3.Procedure of registration, reception and consideration of online applications through the site

3.1 Online applications through the website are an additional means to enable students/workers to contact Adam University.

3.2 Applications sent electronically through the official website of Adam University are registered and reviewed in accordance with Section 6 of these Regulations.

3.3 In an appeal a citizen must specify his/her surname, first name, middle name name (the last one - if available), e-mail address if the answer must be sent in the form of an electronic document, and postal address if the answer must be sent in writing.

3.4 In case of entering incorrect or unreliable data (in the fields, which are obligatory for filling in), no answer to the application is given.

3.5 Appeal can be left without reply on the merits with notification of the applicant about the reasons of such decision, if:

3.5.1 it contains obscene vocabulary, offensive expressions;

3.5.2 the text of the written appeal cannot be read;

3.5.3 the appeal contains a question to which the applicant repeatedly received written answers on the merits in connection with earlier sent appeals and at that the appeal does not contain new arguments or circumstances.

3.6 Information on personal data of the authors of appeals sent electronically is stored and processed in compliance with the requirements of the legislation of the Kyrgyz Republic on personal data.

3.7 A student/employee can obtain information regarding the processing of his/her application by giving his/her name, surname, and middle name (the last one, if any): 0772 527794 Monday to Friday, 09-00 to 16-00.

4.Procedure of registration and processing of anonymous applications

4.1 Anonymous applications received through the "Complaints and Proposals Box" or through the website are also an additional means for students/workers to contact the Adam University.

4.2 Anonymous applications sent electronically through the official website of the University of Adam are registered and reviewed in accordance with Section 6 of these Regulations.

4.3 Anonymous applications withdrawn from the "Complaints and Proposals Box" of Adam University shall be registered and reviewed in accordance with Section 6 of these Regulations.

5.Consideration of applications.

5.1 A personal written application received by the appropriate structural unit of the Adam University or an official in accordance with their competence shall be subject to mandatory review.

5.2 An anonymous application received through the "Box for complaints and suggestions" or through the website is subject to mandatory review;

5.3 An official who has received a written application:

- provides objective, comprehensive and timely consideration of appeal, if necessary - with participation of the citizen who sent the appeal;
- requests, including in electronic form, documents and materials necessary for consideration of an appeal in other structural divisions, necessary for decision-making;
- takes measures aimed at restoration or protection of the broken rights, freedoms and legitimate interests of a student/employee;
- gives a written answer on the merits of the questions raised in an appeal;

5.4 An answer to a personal appeal received in the form of an electronic document is sent in the form of an electronic document to the e-mail address specified in the appeal or in writing to the postal address specified in the appeal.

5.5 Results of the considered anonymous appeals are presented at meetings with students or employees.

6.Registration and registration of appeals received through the "Box for complaints and suggestions" or online through the site

6.1 "Box for complaints and proposals" shall be opened on the last Friday of the month at 9 a.m. by the authorized structural unit;

6.2 Online appeals are recorded daily;

6.3 Authorized structural subdivision keeps records and registers received appeals;

6.4 The journal should be numbered, numbered and have the following details:

- ordinal number of the appeal;
- 6.4 The journal must be numbered and have the following details: serial number of the appeal; date of withdrawal (receipt) of the appeal from the "Box for complaints and proposals" / date of online appeal;
- name, surname, middle name of the applicant at personal appeal;
- in case of receipt of anonymous appeal, the mark "anonymous" is put;
- contact phone number (if there is information);
- brief contents of the appeal;
- mark about taken measures;

6.5 In case of receipt of appeal, consideration of which is not within the competence, the authorized person shall summarize all information and bring it to the attention of the Rector.

6.6 Rector within the scope of his authority may appoint an official investigation.

7. Time limits for consideration of written application

7.1 Written application received by the relevant structural unit according to their competence shall be considered within 10 working days from the date of registration of written application.

7.2 In exceptional cases official or authorized person has the right to extend the term of consideration of appeal not more than 5 working days by notifying on extension of the term of consideration with indication of the reason that sent the appeal.

8. Individual reception of citizens

8.1 Registration of a student/employee for a personal appointment with the Rector is made on the basis of their requests to make an appointment for a personal appointment when personally visiting Adam University or via phone call 031265-02-17, via e-mail bafe.ectorat@yandex.ru.

8.2 The records for the personal reception at the personal visit to the University shall be indicated in the journal:

8.2.1 the number and date of receipt of the request;

8.2.2 surname, name, middle name (last - if any) of the citizen;

8.2.3 indication of concrete information, essence of proposal, statement or complaint (appeal should contain subject of question);

8.2.4 date and time of personal reception.

8.3 Personal acceptance of citizens is carried out by the Rector of Adam University, in his absence - by the Vice-Rector for Educational Work. The information about the established days and hours of admission shall be communicated to students and staff.

8.4 At personal admission a student/employee shall present an identity document.

9. Responsibility

9.1 Officials working with information received through the "Complaints and Proposals Box" are personally responsible for the confidentiality of the information received.

Head of Educational Department



N.T. Suerkulova