



**ORDER**  
**of submitting and examining proposals**  
**and complaints of the students**

**Annex No.1**  
**APPROVED**  
**By Order of the**  
**University of**  
**Latvia No.1/21**  
**dated 18.02.2002.**

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*This document has no amendments*

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1. Order of submitting and examining proposals and complaints of the students (hereinafter referred to as the Order) lays down the procedure according to which the students can submit proposals and complaints about the study process, working order and office hours to the administration of the University of Latvia or the dean of the faculty.
2. The proposals or complaints can be submitted by the students individually or in the groups (including self-government of students) disregarding the study program, faculty of the form of studies.
3. The proposals must be submitted in writing; they must be signed and the following information must be indicated on them:
  - 3.1. name, surname and the number of student's ID card of the person who submits the proposal;
  - 3.2. contact telephone and address;
  - 3.3. information about the subject matter and the formulation of the proposal.
4. In case the terms of Paragraph 3 have not been followed, the recipient of the proposal has the right not to examine such a proposal.
5. Proposals can be submitted
  - 5.1. to the administration of the University of Latvia about the following issues:
    - 5.1.1. on the contents and quality of studies: to rector of the University of Latvia;
    - 5.1.2. on academic calendar: to the deputy rector in academics;
    - 5.1.3. on the documents regulating studies and organizational issues: to administrative director. The place of submitting the proposal: the chancellery of record keeping centre.
  - 5.2. to the dean of the faculty (the head of permanent academic structural unit of the University of Latvia):
    - 5.2.1. on the time-table of lectures;
    - 5.2.2. on the organization of studies in the faculty;
    - 5.2.3. on the improvement of study programs implemented by the faculty.
6. Proposals are examined and the decision is made on further measures by the respective officials. The response on the proposal submitted is given within 15 business days or within 30 business days in case the respective officials need further consultations and to notify about it to the person submitting the proposal.
7. Complaints can be submitted on the violations of working order of the employees of the University of Latvia (regulation on internal working order, not performance or partly fulfilment of job duties, deliberate or unaware non compliance with the orders of employer or direct supervisor), non-compliance with the working time and the documents regulating the studies in such cases when the facts indicated in the complaint have directly influence the process of studies or limited the right of the student.
8. Complaints can be submitted not later than 15 business days after detecting the breach indicated in Paragraph 6.

9. Complaints must be submitted in writing; they must be signed and the following information must be indicated on them:

9.1. name, surname and the number of student's ID card of the person who submits the complaint;

9.2. contact telephone and address;

9.3. subject matter of the objection (complaint) and certain facts (time, persons involved and etc.).

10. In case the terms of Paragraph 9 have not been followed, the recipient of the proposal has the right not to examine such a complaint.

11. Complaints can be submitted:

11.1. to the dean of the faculty (the head of permanent academic structural unit of the University of Latvia), if the subject matter of the complaint falls into the scope of the dean of the faculty (organisation of study process in the faculty, course of lectures, quality of studies as well as non-compliance with the professional duties by the employees of the faculty and etc.);

11.2. to the administration of the university of Latvia, if the complaint is related to:

11.2.1. work of administration of the University of Latvia;

11.2.2. work of the dean;

11.2.3. if the person submitting the complaint believes that:

- the complaint submitted in accordance with the terms of paragraph 9.1 has not been examined properly or of the answer has not been given to such a complaint according to the terms stipulated by this Order;

- submitting of complaint in accordance with the order stipulated in Paragraph 9.1 can have an adverse effect on further studies.

12. Complaints shall be registered in a separate register pursuant to the order stipulated by the documents regulating the record-keeping of the University of Latvia.

13. The recipient of the complaint is not allowed to send the complaint for providing or preparing the response to the person or structural unit, which is the subject of the complaint.

14. The complaint shall be examined within 15 business days; a written response shall be provided to the person(-s) submitting the complaint;

14.1. in case when disciplinary punishment is applied in the result of a complaint, they shall be applied in accordance with the internal work order regulation of the University of Latvia.

15. In case the dean of the faculty needs the decision of the administration of the University of Latvia, there must be a respective proposal submitted to the administration of the University of Latvia within 15 days as from the date of receiving (submitting) the complaint.

16. It is not allowed to publish information about the person submitting the complaint or proposal without receiving previous consent from this person.

17. At the end of each academic year, the dean of the faculty must submit to the administration of the University of Latvia the review of the complaints received during the respective academic year, as well as the decisions made on the basis of them.