

**REGULATIONS ON LODGING AND REVIEW OF STUDENTS PROPOSALS AND
COMPLAINTS
AT THE UNIVERSITY OF LATVIA**

No amendments to this document

I. General Provisions

1. The Regulations establish the procedure for students of the University of Latvia (hereinafter - the UL) to lodge proposals and complaints at the UL regarding the study process and other issues.
2. The Regulations apply to proposals and complaints related to:
 - 2.1. study process and quality;
 - 2.2. quality of facilities and technical support;
 - 2.3. staff performance, service culture and cooperation;
 - 2.4. unfair or unethical behaviour on the part of staff members.
3. The requirements for the submission, presentation, review and response to proposals or complaints (hereinafter referred to as the Application) are laid down in the Law on Legal Force of Documents and the Law on Submissions.

II. Submission of proposals and complaints

4. The student shall address the Application to the Dean of the Faculty and lodge it with the faculty (in person or electronically).
5. If the Application concerns the performance of the Dean or if its submission could adversely affect further studies, the student shall refer it to the Vice-Rector of the relevant field and submit it to the UL Document Management Unit (in person or electronically to the e-mail lietvediba@lu.lv).
6. Students may submit their application individually or in a group. In cases where an Application is prepared by a group, the group shall indicate in the Application the contact person to whom the response to the Application should be issued.
7. The Application must specify:
 - 7.1. name, surname, student ID number of the applicant(s);

- 7.2. email address to which the response should be sent;
- 7.3. essence and facts of the proposal/complaint.
- 8. The Application and related documents fall into the category of confidential restricted access information in accordance with the UL List of Restricted Information and Documents.
- 9. The administrative assistant at the Document Management Unit of the Faculty or the UL shall check the compliance of the submitted Application with the requirements of Paragraph 7 of the Regulations, register it in the document management system "Namejs" (hereinafter - DMS "Namejs") in accordance with the procedure established by the regulatory enactments of the UL and forward it to the Dean of the Faculty (or the Vice-Rector of the relevant field in the case referred to in Paragraph 5 of these Regulations).
- 10. If the Application does not comply with the requirements of Paragraph 7 of the Regulations, the administrative assistant of the UL Document Management Unit is eligible to reject the Application and not forward it for further consideration, informing the Applicant thereof.

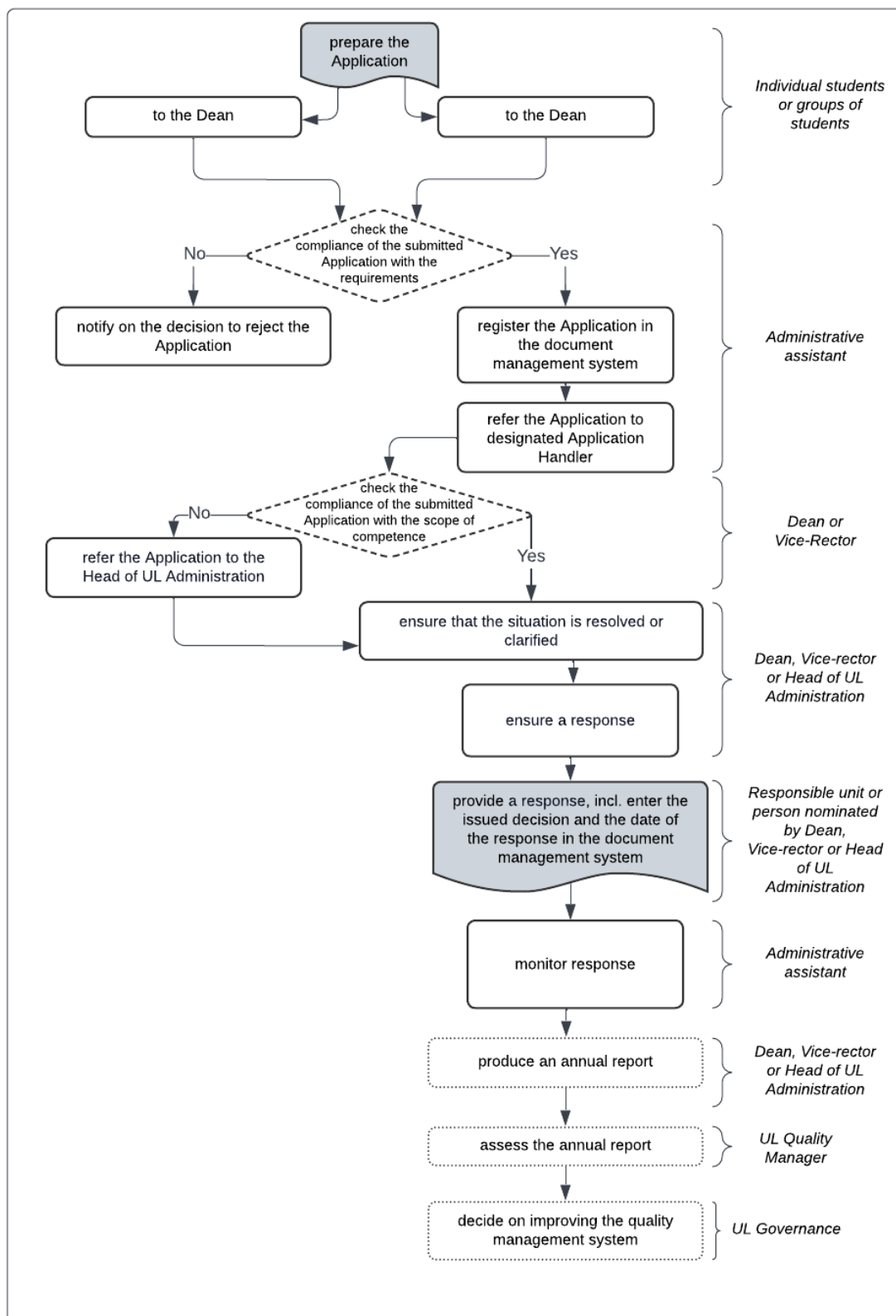
III. Handling proposals and complaints

- 11. The Dean or the Vice-Rector for the relevant field shall assess the content of the Application and refer it for consideration and response.
- 12. If the Dean determines that the content of the Application (in accordance with Annex 2 of these Regulations) is outside their competence, the Dean shall refer the Application to the Head of UL Administration. The Head of UL Administration shall assess the content of the Application and forward it to the relevant unit for investigation and response, nominating it to draft a response, organise its signing and delivery to the student in accordance with the procedure established by the laws and regulations of the University of Latvia.
- 13. It is prohibited to refer the Application to the person or body whose conduct is challenged in the Application. The person or body whose conduct is challenged in the Application may be asked for an explanation by the person handling the response.
- 14. The response to the Application shall be provided within the time limit set out in the Law on Submissions.
- 15. When responding to the Application, the person assigned for the task shall enter the decision taken and the date of the response in the DMS "Namejs".
- 16. The administrative assistant at the Faculty or the UL Document Management Unit shall ensure that the time limit for the examination of the Application is observed.
- 17. At the end of each academic year, the Dean of the Faculty, the Vice-Rector and the Head of UL Administration submit to the UL Quality Manager a report on the Applications lodged during the previous academic year and the issued decisions.

18. The UL Quality Manager evaluates the reports referred to in paragraph 17, analyses trends and prepares a report for the UL Governance.

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Annex 1

Procedure for lodging and handling of students proposals and complaints



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Annex 2

**Subjects of students proposals and complaints
and responsible structural units**

<i>Query subject</i>	<i>Responsible structural unit</i>	<i>Recipient</i>
Study organisation and facilities at the faculty/branch or college	Relevant faculty/branch or college	Dean/Head
Study process and quality	Academic Department	Director
Doctoral studies	Academic Department	Director
Continuing education courses	Academic Department	Director
R&D process	Academic Department	Director
International students related issues	Department of Study Service	Director
Tuition fees, loans, scholarships	Department of Study Service	Director
Library	UL Library	Director
UL website, advertising, leaflets	Department of Communication	Director
Halls of Residence	UL Hostel Service Centre	Director
Culture	Culture Centre	Director
Sports	UL Sports Centre	Director
Other issues	UL Quality Assurance Manager.	-