



Reviewing complaints from students claiming their rights or pointing out shortcomings and taking suggestions from students to improve the work of St. Elizabeth's University of Health and Social Work

1. Legislative sources

This regulation is part of the regulations for the implementation of the internal quality system of higher education at the SEU within the meaning of Section 3 of the Act on the Quality of Higher Education, which defines the internal system, as well as within the meaning of the implementation of the internal system of the SEU, as well as within the meaning of Articles 5 to 11 of the alignment of the internal system with the standards for the internal system dated 01.02.2022.

2. Definitions and scope of the Regulation

1. The review of complaints is a process whereby the supervisory authorities or academic authorities - depending on the nature of the complaint - ensure that the complaint is recorded, reviewed, evaluated and proposed solutions and sanctions are applied when a deficiency is confirmed on complaints from students who:
 - a) assert their rights under the law or the school's internal regulations;
 - b) propose to remedy the deficiencies raised by the school's academic governance bodies, either individually or through the structures in which they are represented under the internal system's legislation;
 - c) they complain of a violation of the school's regulations, the school's internal regulations, the principles of the internal system or the law;
 - d) make suggestions for improving the school's activities.
2. A member of the academic community of the University from the student part of the community, as well as alumni, i.e. a former student of the University up to 3 years after graduation, are entitled to make a complaint, seek redress or lodge a grievance.

3. Conditions for initiating a review and conditions for a complaint

A condition for processing a complaint that:

- a) the student takes care of his/her chores
- b) points out deficiencies with a request for rectification
- c) complains of unlawful conduct
- d) complains of a breach of a school by-law
- e) draws attention to criminal activity or to a suspected offence or offence
- f) seeks other means of redress for the violation or non-observance of his or her rights

is that it must be clear from the submission who the author is, documented by email, postal or telephone contact.

Complaints without a complainant identifier will be recorded by the school and placed in a separate file, and will only be dealt with once the complainant has been identified. Anonymous complaints are not resolved by the school because the school is unable to meet the basic obligation of resolution, namely to communicate the outcome to the complainant, the complainant, the students or the student.

4. Procedure for receiving a complaint and availability of review

1. The school will establish a drop box under the bulletin board or at the entrance to the school for the opportunity to make submissions regardless of the office hours of the mailroom; a student may make a submission by mail, through the mailroom, or by dropping it in a visible drop box at any time. The Registrar's Office will verify the date and time of filing upon request when filing through the mailroom.
2. If the complaint is made to an addressee who is not under the competence of the review or the complaint is not within his/her competence, he/she shall refer it to the Auditor General's office through the registry of the Auditor General's office.
3. The Office of the Auditor General of the University (hereinafter referred to as the Auditor General), proceeds with the examination according to the Act on Control and the Act on Higher Education Institutions when suspecting an offence, misdemeanour or crime according to the Criminal Procedure Code.
4. Within 30 days, the inspector or the person authorised by him/her shall request an opinion on the complaint, complaint or review; if the nature of the matter requires more time or if the parties concerned have not submitted their opinions, he/she may extend the time limit by a further 15 days, including repeatedly. It must notify the complainants of this fact and must always give reasons for the extension.

5. When dealing with a submission or complaint, the Comptroller and other parties contacted e.g. Disciplinary Committee, Ethics Committee, etc. shall ensure that the complainant is protected by erasing the complainant's name and identifiers on copies sent outside their jurisdiction and protecting the complainant's name and identity in the proceedings, unless the complainant decides otherwise. Such filing procedures shall likewise protect the identity of the subjects against whom the complaints are addressed, except as otherwise provided in a specific internal regulation.
6. If the complaint or filing suspects a misdemeanor, felony, or crime, the filing shall be referred by the mandatory reporting agency, which, if it is a reportable offense or crime, shall be referred to the prosecuting attorney's office according to the location of the possible offense.

The outcome of the investigation is first communicated to the parties involved and, if required by internal regulations, to the other relevant body of the academic administration (Rector, Disciplinary Committee, Ethics Committee).

7. If a reasoned complaint or suggestion cannot be resolved within the competence of the Controller or the parties involved, the matter shall be referred to the Rector for a decision. The decision of the Rector may be appealed by either party within 30 days - the Academic Senate, whose decision shall be final, shall decide on the appeal. This does not waive the complainant's right to file a criminal complaint or civil action in court, which shall be advised by the Controller, as well as related offenses applicable to all parties, such as the offense of perjury, the offense of malicious prosecution, and related misdemeanors and infractions under the Criminal Code or the Code of Civil Procedure.

5. Related school internal regulations and regulations that are not internal regulations

In addition to these procedures, the Superintendent shall, depending on the nature of the complaint, appropriately apply related school regulations, specifically in cases where a student or students complain or report the actions of the parties involved, which he or she shall address simultaneously:

- a) The anti-discrimination regulations of the SEU pursuant to § 48 (b) of Art. of the Act;
- b) the Code of Ethics of the SEU according to § 48 point A2 of the cited Act;
- c) regulations against bossing, mobbing and harassment, (see legislation on the internal system of the SEU);
- d) directive against anti-social activities (a group of regulations according to paragraph B of the list of University regulations that are not internal regulations).

This internal regulation, after the opinion of the Academic Senate, was approved by the SC of the St. Elizabeth University of Health and Social Work on 30 January 2022.

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