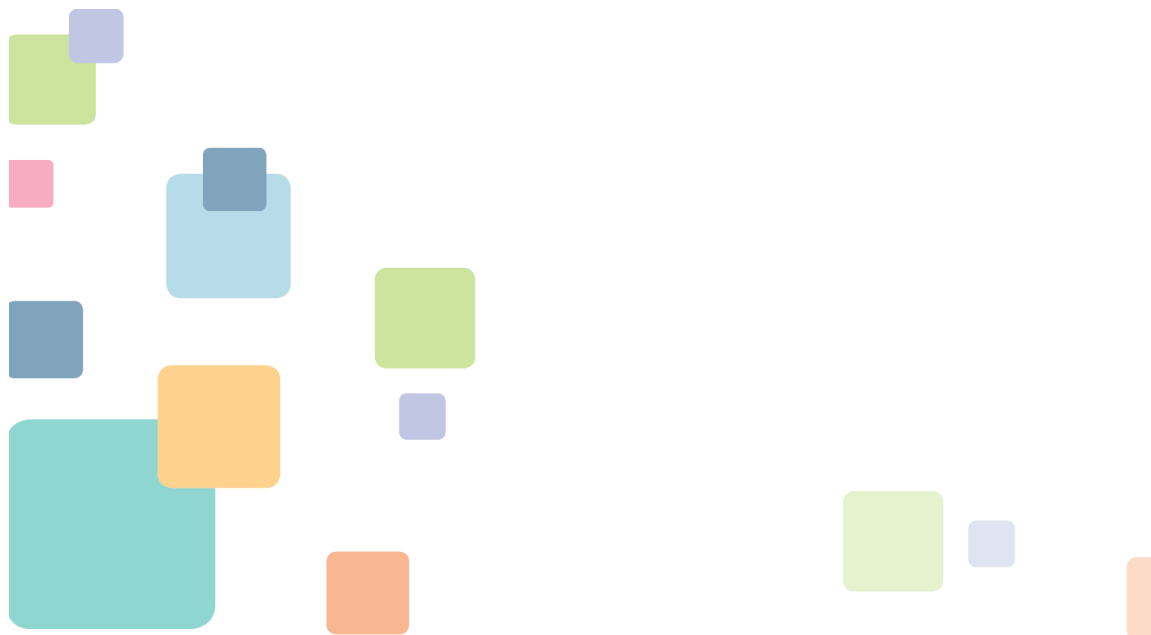




**TRANSPORTA
UN SAKARU
INSTITŪTS**

**REGULATION ON THE PROCEDURE FOR
RECEIVING AND CONSIDERING
COMPLAINTS AND PROPOSALS OF
STUDENTS**



*APPROVED by
Decision of the Senate of 31 October 2019
(protocol Nr.01-7/3)*

Riga, 2019

1. General provisions

- 1.1. The Regulations for the Submission and Considering of Student Proposals and Complaints (hereinafter referred to as the Regulations) determine the procedure, at which students of JSC “Transport and Telecommunication Institute” (hereinafter referred to as TSI) can submit proposals and complaints about study process, process improvements at TTI and improvement of study service quality.
- 1.2. The Regulations are developed in accordance with the Law on Submissions of the Republic of Latvia, Education Law of the Republic of Latvia, Vocational Education Law of the Republic of Latvia, Law on Higher Education of the Republic of Latvia, as well as the requirements of such TSI legislation:
 - The Constitution of TSI;
 - Study Regulations of TSI;
 - Code of Ethics of TSI;
 - Rules of study procedure TSI;
 - TSI Order of 10 October 2013 No. 01/198-v “On the procedure for processing applications, complaints and proposals”

2. Politics

- 2.1. Quality Management System of TSI for Student Complaints and Proposals is based on the customer orientation principle, respectively:
 - 2.1.1. Students are provided with information on their right to lodge complaints and suggestions to address deficiencies in the TSI study process.
 - 2.1.2. Complaints and proposals are considered and used to improve the TSI Quality Management System and to improve the quality of the study process.
 - 2.1.3. The TSI Quality Management System ensures competent and impartial handling of student complaints and proposals by involving independent experts and specialists in the review process.
 - 2.1.4. The TTI Quality Management System has procedures in place to ensure that complaints and proposals are registered, monitoring their considering, analysis of the causes of dissatisfaction of students, evaluation of the efficiency of decisions made during the examination of complaints.
 - 2.1.5. Students are informed by the TSI administration of the decisions made as a result of the handling of complaints and proposals.
 - 2.1.6. Students who make complaints and suggestions to the TTI administration shall be provided with confidentiality, protection of personal data, respectful and non-discriminatory treatment in the course of further cooperation with the student.

3. Procedures of submitting and considering of complaints and proposals

- 3.1. Students' complaints and proposals regarding deficiencies of TTI study service and / or TTI study management system are written and submitted to the Study Department (hereinafter - SD).
- 3.2. Students' complaints and proposals are made using the standard application form (form). Complaints and proposals are registered in accordance with the current procedure of the SD.
- 3.3. Complaints and suggestions submitted to the SD are registered in the Submission Register.
- 3.4. Registered complaints and proposals are dealt by the responsible departments with appropriate specialist involvement. The results of the consideration and the decisions taken are recorded in the relevant boxes of the application form and also in the Register of Submissions.
- 3.5. Registered complaints and proposals are processed within 7 work days. The term is extended by informing the student, if due to objective reasons the deadline of 7 working days cannot be met.
- 3.6. Decisions taken in the course of the consideration of complaints and proposals are communicated to the SD, the complainant and / or the proposer for information and to the responsible officials for execution.
- 3.7. Compliance with decisions made in the course of complaint handling is controlled in accordance with the applicable TSI Management Decisions and Order Enforcement Rules.
- 3.8. Registered complaints and proposals are regularly reviewed and analysed by the TSI Quality Department. In cases where complaints contain observations about significant deficiencies in the quality assurance of the provision of study services, the complaints are entered in the Non-Compliance Registry. In accordance with the Rules for the Non-Compliance Registry, the development and implementation of corrective actions or measures are organised.

4. Closing Provisions

The requirements described in the Regulations do not change as the names and functions of the departments change. If the changes in departments mentioned in these Regulations happened, functions shall be taken over by the department to which the functions are delegated.