

UBT-PRISHTINA
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UBT COLLEGE

REGULATION

FOR THE HANDLING OF STUDENT COMPLAINTS AT UBT COLLEGE

Pristina, 2024

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Based on the relevant provisions of Law No. 04/L-037 for Higher Education in the Republic of Kosovo, and the provisions of article 26 and 27 of the Statute of BPrAL College UBT, with the recommendation of the Academic Council, the President of College UBT, in the meeting held in Pristina on __.__. 2024 , approved this:

REGULATION
FOR THE HANDLING OF STUDENT COMPLAINTS AT UBT
COLLEGE

INTRODUCTORY PROVISIONS

Article 1

The purpose

The purpose of this regulation is to determine the relevant procedures and mechanisms for handling complaints submitted by UBT College students.

Article 2

Scope

This regulation will be applied in the handling of all complaints submitted by the students of the UBT College at all levels of studies.

Article 3

Definitions

1. The expressions used in this regulation shall have the following meaning:
 - 1.1 **Complaint** – means the legal remedy that can be used by all students at UBT College
 - 1.2 **Faculty Complaints Committee** – means the complaints committee established within the academic unit for the handling of complaints in the first instance.
 - 1.3 **Complaints Commission at the level of the UBT College** - means the complaints commission established at the level of the UBT College which will handle complaints as a second level mechanism.

Article 4

Filing a complaint

1. All UBT College students can submit a complaint to the Complaints Committee of the faculty where they study.
2. The student can submit a complaint to the Complaints Committee within the academic unit in the following cases:
 - 2.1 When the student claims that the terms of the study contract have been violated;
 - 2.2 Objection to the grade in the professor's evaluation;
 - 2.3 Lack of teaching material and infrastructure;
 - 2.4 In delays caused by non-treatment of student requests by the Professor or any other official within the UBT College, and
 - 2.5 For other relevant issues that are considered harmful to the interests of students.

Article 5

Complaint procedure

1. The complaint must be signed by the party who submits the complaint and the same is recorded in the administration of the UBT College.
2. The complaint submitted by the student is forwarded within the day to the Dean of the relevant Faculty.
3. The dean of the faculty forwarded the complaint received by the student with all the materials to the Complaints Committee in the relevant faculty.

Article 6

Deadlines for handling the complaint in the first instance

1. The complaint submitted by the student must be handled within fifteen (15) calendar days.
2. The deadline for handling the complaint submitted by the student starts from the date of submission of the complaint.
3. The faculty coordinator supports the work of the Complaints Committee as needed.

Article 7

Complaints Commission

1. The Complaints Committee is established by the Academic Council of the Faculty. The Complaints Committee within the academic unit consists of three academic staff members. The nomination to be members of this committee can be done by the Dean, the Academic Council, or by self-nomination.
2. Proposals for members of this commission are voted by the Academic Council. The three members who received the highest number of votes are appointed members of the Complaints Commission.
3. At the first meeting of the Complaints Committee, the members of this committee elect the chairman of the committee. For chairperson, members can be nominated or self-nominated. The member who received the most votes is appointed Chairman of the Complaints Committee.
4. The Complaints Committee meets as needed to deal with submitted complaints.
5. The meeting of the Complaints Commission is led by the chairman of this commission. Minutes of the meeting are drawn up for each meeting held, in which the course of the meeting and handling of the complaint and the final decision on the handled complaint will be described.

Article 8

Handling complaints in the Complaints Commission

1. The Complaints Commission deals with the case received within the deadline defined in point one (1) of Article 6 of this regulation.
2. If the Complaints Commission assesses that due to the nature and content of the complaint, more time is needed, then it makes a decision to extend the deadline for handling the complaint for another ten (10) calendar days.
3. For the extension of the deadline for handling the complaint, the Commission issues a decision justifying the postponement of the deadline, and with the same decision it notifies the party that submitted the complaint and the dean of the faculty.
4. The complaint is handled based on the facts presented by the complaining party. If the complaints committee considers it necessary, it may ask for additional clarifications from the parties involved, the complaints committee has the right to invite you to a meeting in order to clarify the matter which is being treated as a case.
5. For each handled complaint, the Complaints Commission issues a decision by which it approves the complaint and addresses the issue, partially approves the complaint, or rejects the complaint as unfounded and untimely.

6. If the Complaints Committee approves the student's complaint, then through the decision it addresses the issue to the relevant mechanisms that will implement the decision of this committee.
7. If the Complaints Committee partially approves the student's complaint, then the complaining party is notified of the decision and the part where the complaint was rejected as unfounded.
8. If the submitted complaint is not supported by relevant evidence, then the complaint is rejected as unfounded.

COMPLAINTS PROCEDURE IN THE SECOND DEGREE COMPLAINTS COMMISSION

Article 9

The procedure after the decision of the Complaints Commission

1. After receiving the decision of the Complaints Commission, the dissatisfied party within the period of eight (8) calendar days can appeal to the Complaints Commission at the second level at the central level of the UBT.
2. The Appeals Commission at the second level handles the appeal against the decision of the first level within the period of 15 calendar days.
3. The decision of the Commission at the second instance may be:
 - 3.1 Acceptance of the student's complaint, in which case the decision of the first instance is overturned;
 - 3.2 Rejecting the student's complaint as unfounded and upholding the decision of the first instance, and
 - 3.3 Partial approval of the appeal and partial change of the decision of the first instance.

Article 10

The composition of the Appeals Commission in the second instance

1. The second-instance Appeals Commission is a mechanism that decides on all appeals submitted to the decisions of the first-instance appeals Commissions.

2. The second level Complaints Commission consists of five (5) members. The General Secretary of the UBT College is ex officio the Chairman of the Complaints Committee.
3. Of the five members of the Appeals Committee in the second instance, three (3) members are permanent, while two members are delegated by the academic council of the faculty whose case is being handled.
4. The members who come from the academic unit cannot be the same ones who participated in the treatment of the complaint in the first instance. The other two permanent members are appointed by the Rector of the UBT College. The mandate of permanent members lasts three (3) years, with the possibility of re-election for another term.
5. The decision of the Complaints Committee is final. Regarding this decision, a procedure can be initiated outside the UBT College based on the legal provisions in force that deal with this field.

Article 11

Interpretation of the Regulation

The Academic Council of the UBT College is competent for the interpretation of the provisions of this Regulation.

Article 12

Final provisions

In the event that the provisions of this regulation conflict with the General Administrative Procedure Law, or with any by-law that regulates this field, then priority will be given to the legal provisions in relation to this regulation.

Article 13

Entry into force of the Regulation

This Regulation entered into force eight (8) days from the day of publication in the Table for the announcement of "UBT".

Pristina,
15.09.2024

Prof. Dr. Edmond Hajrizi
Rector at UBT College

