

**Ordinance No. 1/12/2021**  
**of the Rector of the University of Economics and Human Sciences in Warsaw**  
**of 1 December 2021**  
**on the adoption of**  
**“Rules for filing and processing**  
**complaints and requests**  
**at the University of Economics and Human Sciences in Warsaw”**

Pursuant to §23 sec. 1 of the Act of 20 July 2018 - Law on Higher Education and Science (Journal of Laws of 2020, item 85 [Dz.U. z 2020 r. poz. 85]), the following shall apply:

**§ 1.**

1. The “*Rules for filing and processing complaints and requests at the University of Economics and Human Sciences in Warsaw*” are hereby established.
2. The “*Rules for filing and processing complaints and requests at the University of Economics and Human Sciences in Warsaw*” constitute **an appendix** to this Ordinance.

**§ 2.**

This Ordinance enters into force on the day of its announcement.

/-/ *dr hab. Konrad Janowski, prof. AEH*

Rector

**RULES FOR FILING AND PROCESSING  
COMPLAINTS AND REQUESTS  
AT THE UNIVERSITY OF ECONOMICS AND HUMAN SCIENCES IN WARSAW**

**General provisions**

**§ 1**

This document sets forth the rules for receipt, consideration, and settlement of complaints and requests filed with the University of Economics and Human Sciences in Warsaw, hereinafter referred to as “the University.”

**§ 2**

1. The subjects of a complaint may involve, in particular, negligence or undue performance of tasks by the bodies or staff of the University, violation of integrity, or the interests of complainants, as well as delayed or burdensome handling of cases.
2. The subjects of a request may involve, in particular, matters of improving the organization and management procedures of the University, streamlining work, and preventing abuse, protecting property, strengthening integrity, and better meeting the needs of the academic and local community.
3. Whether a letter is a complaint or a request is determined by its content, not title or form.

**Entities authorized to handle complaints and requests**

**§ 3**

1. The bodies entitled to investigate complaints, subject to the provisions of sec. 2:
  - a) The Rector – in matters concerning education, didactics, and scientific research as well as in matters concerning teaching and research staff and persons conducting classes on the basis of civil law contracts;
  - b) The Managing Director – in matters concerning the property and financial management of the University, in matters concerning administration employees and persons providing services of an administrative nature on the basis of civil law contracts.
2. The body competent to consider complaints concerning the Rector and the Managing Director is the Minister of Science and Higher Education.

3. The Rector and the Managing General shall consider complaints and requests themselves or through:
  - a) Vice-Rectors – in matters concerning the activities coordinated by them;
  - b) Deans – in matters concerning the activity of the faculties subordinate to them,
  - c) Heads of administrative units – in matters concerning the University’s administration.
4. A complaint concerning a person shall not be referred to that person or to a person subordinate to them.

### **Receipt of complaints and requests**

#### **§ 4**

1. Complaints and requests may be submitted in writing, via traditional or electronic mail, as well as directly, orally for the record, during working hours of the University’s administration.
2. If a complaint or a request is made orally, the person receiving it shall make a report of it, which shall include the date of receipt of the complaint or request, the name and address of the complainant and a brief description of the contents of the case. The report shall be signed by the complainant and the person receiving the complaint or request. **Report specimen constitutes Appendix no. 1.**
3. University employee who receives a complaint or a request shall confirm the fact of receipt in writing, if the complainant so desires.

### **Handling of complaints and requests**

#### **§ 5**

1. Complaints and requests which do not contain the name and address and/or e-mail address of the complainant shall be left unprocessed.
2. If the content of the complaint or request cannot be adequately assessed, the complainant shall be summoned, within seven days from the date of receipt of the summons, to submit an explanation or supplementation, with an instruction that failure to remedy the inadequacy shall result in leaving the complaint or request unprocessed.

#### **§ 6**

1. Complaints and requests are handled without undue delay, but no later than within one month.

2. The party shall be notified of each case not settled within the time limit specified in sec. 1, stating reasons for the delay and indicating a new deadline for the case.
3. Especially complicated matters shall be settled no later than within two months of the date of submission of a complaint or request.
4. In the event that the consideration of a complaint or a request requires prior investigation and clarification of the matter, the Rector, the Managing Director or persons designated to settle the matter referred to in § 3 sec. 3 shall collect the necessary materials.
5. The persons conducting the investigations may request the necessary materials and explanations from the competent organizational units or administrative units of the University.
6. The person who lodged the complaint or request shall be notified of the manner in which the matter has been settled.
7. A complainant who is not satisfied with the way in which a request/complaint has been handled shall have the right to lodge a complaint.

## § 7

1. If, after examination and analysis of the complaint or request, no deficiencies or irregularities are found, the complaint or request shall be dismissed as unfounded.
2. If a complaint, as a result of its examination, is considered unfounded and its unfoundedness is indicated in the response to the complaint, and the complainant repeats the complaint without indicating new circumstances, a decision may be issued upholding the previous position without the need to state reasons.
3. In the case of confirmation of allegations and issues contained in a complaint/request, the University shall take appropriate measures in order to rectify or remove the issues found and the reasons for their occurrence.

## Final provisions

### § 8

In matters unregulated by this document, the relevant provisions of Section VIII of the Act of 14 June 1960 – Code of Administrative Procedure and the Regulation of the Council of Ministers of 8 January 2002 on the Organization, Acceptance, and Handling of Complaints and Motions shall apply.

to the Rules for filing and processing  
complaints and requests  
at the University of Economics and Human Sciences in Warsaw

**REPORT**  
**of acceptance of the complaint/request\***  
**filed orally on ..... 20.....**

First name: .....  
Last name:.....  
Address:.....  
Student registration number:.....  
(person making the complaint/request)

Content:.....  
.....  
.....  
.....

The submitting party attaches the following:  
1. ....  
2. ....  
3. ....

(signature of the person making the complaint/request\*)

\_\_\_\_\_

(signature of the person receiving the complaint/application\*)

\_\_\_\_\_

\* delete as appropriate