



**RISEBA**

Biznesa, mākslas un tehnoloģiju  
AUGSTSKOLA

# Procedure for Examination of Complaints and Proposals



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## Contents

1. Purpose of the Procedure for Examination of Complaints and Proposals .....	2
2. Whom does the Procedure for Examination of Complaints and Proposals apply to? .....	2
3. What is deemed a complaint/proposal?.....	2
4. What does the Procedure for Examination of Complaints and Proposals include? .....	2
5. What does the Procedure for Examination of Complaints and Proposals not include? .....	2
6. Who can submit a complaint or proposal?.....	2
7. Whom can a complaint or proposal be submitted? .....	3
8. How can a complaint or proposal be submitted?.....	3
9. Procedure for Submission of Proposals .....	3
10. Procedure for Submission of Complaints .....	3
Stage One.....	3
Stage Two.....	4
Stage Three .....	4
11. Binding Documents .....	5
12. Procedure Monitoring.....	5
13. Annexes.....	5
Annex 1 — RISEBA Complaint Examination Process.....	6
Annex 2 — Complaint/Proposal Form VV023-02 .....	7

## **1. Purpose of the Procedure for Examination of Complaints and Proposals**

RISEBA University of Business, Arts and Technologies (hereinafter referred to as 'RISEBA') aspires to ensuring the highest quality service standards and is open for continuous development and improvement. Any discrepancies in processes or services can often cause dissatisfaction among stakeholders (clients, employees). To ensure continuous improvement of processes, it is crucial to analyse processes, compile a clear and unambiguous list of reasons for complaints, and ensure a procedure that would be comprehensible and provide feedback to the submitter of a complaint or proposal.

## **2. Whom does the Procedure for Examination of Complaints and Proposals apply to?**

This Procedure applies to students and employees of RISEBA, as well as other stakeholders.

## **3. What is deemed a complaint/proposal?**

A complaint/proposal means any dissatisfaction or proposal expressed by one or several students, employees or other stakeholders with regard to any act or omission on the part of the university, any divergence from the procedure, order or service standard ensured by the university.

## **4. What does the Procedure for Examination of Complaints and Proposals include?**

This Procedure covers complaints and proposals related to the following:

- quality of services provided by the university;
- quality of the study process;
- quality of technical or learning means;
- dishonest or unethical conduct by students, academic staff or administrative personnel.

## **5. What does the Procedure for Examination of Complaints and Proposals not include?**

This Procedure does not include examination of complaints which:

- have already been resolved once and the decision thereon has already been adopted;
- are aimed solely at receiving compensation;
- concern the outcome of the collectively discussed (committee's) decision (state examination committee, admissions committee, senate, etc.);
- have no substantiation and are malicious and misleading;
- wherein the applicant shows aggression or inadequate behaviour, or abuses RISEBA employees and its requirements;
- are essentially unfounded.

This Procedure does not include the academic appeals procedure as the person examining complaints has no right to change the collectively adopted decision on students' marks.

## **6. Who can submit a complaint or proposal?**

A complaint or proposal can be submitted by RISEBA students and other clients, as well as academic and administrative staff.

In cases when a complaint is expressed collectively by several students jointly, it can be resolved as one individual complaint, if communication between the university and a group of students is undertaken by one student from the group.

Anonymous complaints are examined, if it is possible to receive full information on the incident from the applicant. If further communication with the applicant is impossible, the complaint is examined on the merits, but no feedback is provided in accordance with the Procedure.

## 7. Whom can a complaint or proposal be submitted?

Complaints and proposals must be submitted in accordance herewith. A complaint or proposal can be submitted to any RISEBA employee or directly to RISEBA Head of Quality Management. If a complaint is submitted to any employee, it is further transferred to the Head of Quality Management who registers it and appoints a responsible person for resolving the complaint based on the content thereof.

## 8. How can a complaint or proposal be submitted?

To submit a complaint or proposal, it is preferable to use the developed Complaint/Proposal Form (see Annex 2). Complaints and proposals are also accepted verbally or by phone — to any RISEBA employee, as well as via the RISEBA communication form <https://www.riseba.lv/en/contact-riseba>.

### A complaint must specify the following:

- essence of the complaint — *what does the person complain about? What is the person dissatisfied with?;*
- Description of the previous resolution of the complaint (if any) — *what has been done so far to resolve the issue?*
- Possible outcome of resolving the issue — *how can the issue be resolved?*
- If possible, enclose evidence (email copies, document copies, etc.).

### A proposal must specify the following:

- essence of the proposal — *what is the proposal about, why did it occur?*

## 9. Procedure for Submission of Proposals

Upon receiving a proposal, the Head of Quality Management records it in the Register of Complaints and Proposals. A proposal is forwarded to the person responsible for its implementation (if any), who examines it and provides information to the Head of Quality Management **within 10 business days** about the possible implementation plan of the proposal or the refusal to implement the proposal. The Head of Quality Management records the decision in the Register of Complaints and Proposals.

## 10. Procedure for Submission of Complaints

The complaint procedure consists of three stages:

- Stage One (examination of an informal complaint);
- Stage Two (examination of a formal complaint);
- Stage Three (consideration of contested decisions by higher decision-making bodies).

### Stage One

**Time limit of Stage One:** Immediately, if possible, no longer than within **5 days**.

**Complaint Resolution Procedure:**

If a complaint can be resolved informally and quickly in cooperation with RISEBA personnel and without an in-depth examination, an apology or explanation of the problematic situation in the respective RISEBA unit (in presence or remotely by email or phone) can be considered a resolution. The person who receives a complaint shall inform the direct supervisor who analyses the situation and informs the Head of Quality Management, if needed.

If the complaint cannot be resolved during Stage One, the initiator is invited to formalise the complaint, moving on to Stage Two of the complaint procedure.

## **Stage Two**

**Time limit of Stage Two:** As soon as possible, but no longer than within **30 days** (with exceptions in complicated situations, upon a prior notice to the initiator).

### **Complaint Resolution Procedure:**

There are two types of Stage Two complaints distinguished (see Annex 1):

- complaints that has not been resolved at Stage One;
- complaints that are complex and require deeper investigation.

1. If a complaint is received by a RISEBA employee, the complaint is transferred to the RISEBA Head of Quality Management no later than within **10 business days** following the day the issue occurred or the last day of Stage One.

2. The Head of Quality Management registers the complaint, verifies its compliance on the merits and in terms of time limit, and emails it to the relevant head of the unit for resolving, as well as persons mentioned in the complaint.

3. Upon receiving the complaint, the respective head of the unit together with the Head of Quality Management and other involved parties seeks solutions and discusses the complaint resolution plan. Upon assessing the nature of the complaint and significance of its consequences, the person responsible for resolving the complaint may request written explanatory statements from involved parties for the purposes of fully establishing the circumstances of the case.

4. The Head of Quality Management informs the initiator about the complaint resolution plan within **3 business days**.

5. Following the investigation, the person responsible for the complaint discusses with the Head of Quality Management with regard to adopting the final decision as soon as possible, but no later than **within 30 days** (with exceptions in complicated situations, upon a prior notice to the initiator).

6. The person responsible for resolving the complaint emails any decision made in the respective case to its submitter, enclosing an electronic copy for the Head of Quality Management.

7. The Head of Quality Management registers the complaint solution in the Register of Complaints, analyses processes that require improvement, and makes any changes needed.

## **Stage Three**

If upon completion of Stage Two the applicant is still not satisfied with the solution, Stage Three, i.e., appeal, commences. The applicant shall provide written arguments in support of his/her opinion by submitting them to the RISEBA Head of Quality Management who decides on involvement of a higher decision-making body, i.e., the Programme Council, the Court of Arbitration, the Senate, etc. in the review process. At this stage, the decision itself is reviewed, while circumstances examined at Stage Two and new pieces of evidence are

not taken into account. A reply is provided to the initiator in writing within **30 days** following the submission of the complaint appeal.

## **11. Binding Documents**

Academic Code of Integrity

Code of Ethics

Regulation on Intellectual Property Management

Regulation on Plagiarism

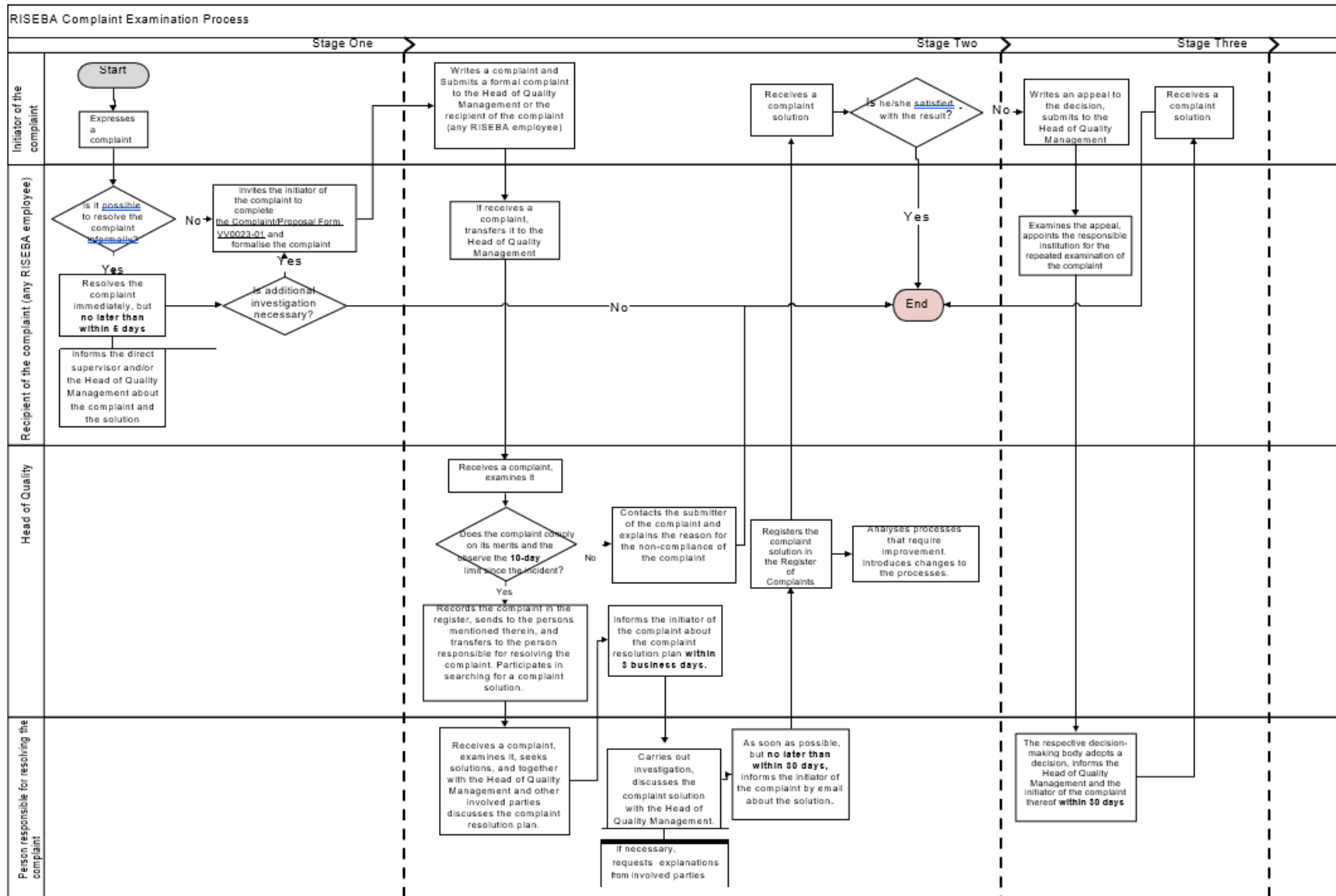
## **12. Procedure Monitoring**

The Head of Quality Management is responsible for maintaining the Register of Complaints and Proposals, as well as monitoring the progress of the plan on the resolution of registered complaints or the implementation of registered proposals. The Head of Quality Management, based on the detected non-compliance of RISEBA processes, reviews the existing processes and introduces changes thereto.

## **13. Annexes**

1. Complaint Examination Process;
2. Complaint/Proposal Form.

# Annex 1 — RISEBA Complaint Examination Process



**RISEBA COMPLAINT/PROPOSAL FORM**

Name, surname*	
Email <i>(for communication with the submitter)</i>	
Study programme <i>(only for RISEBA students)</i>	

*\*skip if you wish to submit anonymously*

I would like to lodge a **COMPLAINT**  **PROPOSAL**  to RISEBA management *(please mark as appropriate)*

1. Contents of the complaint/proposal

2. Previous solution of the complaint *(to be completed only in case of a complaint)*

3. Preferable solution of the complaint *(to be completed only in case of a complaint)*

4. I have enclosed accompanying documents — **YES**  **NO**  *(please mark as appropriate)*

Signature: \_\_\_\_\_

Date: \_\_\_\_\_