



APPROVED
by the Riga Graduate School of Law
Senate meeting of 11 December 2019
Decision No. 3

Regulations for Review of Complaints and Proposals at Riga Graduate School of Law

1. Regulations for Review of Complaints and Proposals shall apply to the students, employees and other stakeholders of Riga Graduate School of Law (hereinafter, RGSL).
2. A complaint shall be a grievance from one or several students, employees or other stakeholders concerning an action or omission of the school, for example, quality of the school's services, quality of academic processes, technical equipment or learning means, unfair or dishonest conduct by students, faculty or administrative personnel.
3. A proposal shall be a proposal from one or several students, employees or other stakeholders about improvement of school's processes, for example, the study process, or its technical equipment or services, or development of new services.
4. Pursuant to the complaint and proposal procedure, frivolous, misleading, and malicious complaints or proposals about collegiate decisions will not be considered. The same applies to situations when the complainant is aggressive or abusive towards RGSL employees, or when it contravenes internal rules or regulations.
5. Anonymous complaints will be considered, if it is possible to receive complete information about the subject-matter from the complainant. If further communication with the complainant is impossible, the complaint will be reviewed, but no feedback will be provided as is required by the procedure.
6. Complaints and proposals shall be addressed to the Director of RGSL, who shall register them and, considering the nature of the complaint, shall appoint an individual responsible for resolution. The Director of RGSL shall decide if the complaint is to be forwarded to the respective Programme Director or the Academic Arbitration Panel.
7. Complaints forwarded to the latter shall be reviewed pursuant to the Statutes of the Academic Arbitration Panel.
8. To lodge a complaint or a proposal, the complaint and proposal form (see annexed) is recommended. Complaints and proposals are accepted also orally: personally or by phone, or by writing to office@rgsl.edu.lv.
9. The complainant should outline the nature of the complaint, any solutions found so far (if applicable) and the preferred resolution of the complaint. If possible,

supporting documents should be enclosed (e-mails, copies of documents, images, etc.).

10. The applicant should explain the nature of his/her proposal.
11. Upon receipt of a proposal, the Director of RGSL shall enter it into the register of complaints and proposals. The proposal shall then be transferred to the responsible RGSL employee, who shall consider the proposal and its potential implementation within 10 business days, and shall inform the Director of RGSL about implementation of the proposed plan or refusal to implement the proposal. The Director of RGSL shall register the decision in the register of complaints and proposals.
12. The complaint review procedure consists of three stages:
 - 12.1. Stage One: informal review
 - 12.2. Stage Two: formal review
 - 12.3. Stage Three: appeal to a higher body
13. If the complaint can be resolved informally within 5 days, explanation of the problem to the respective RGSL employee in person or remotely (by e-mail or phone) can be considered a resolution. The recipient of the complaint shall report it to the direct supervisor, and, if needed, to the Director of RGSL. If the complaint cannot be resolved by Stage One proceedings, the initiator is invited to formalize the complaint bringing it to Stage Two of the proceedings.
14. If the complaint cannot be resolved informally, Stage Two: formal review commences.
 - 14.1. If the complaint is received by an RGSL employee, the complaint shall be forwarded to the Director of RGSL no later than 5 days after such receipt.
 - 14.2. The Director of RGSL shall register the complaint, verify it and electronically forward to the respective RGSL Study Programme Director or employee, who shall take action to resolve the complaint, as well as individuals indicated in the complaint.
 - 14.3. After receipt of the complaint, the responsible Programme Director or employee and the Director of RGSL, as well as other stakeholders shall find possible solutions and discuss a plan to resolve the complaint. After a review of the nature and gravity of complaint, the responsible employee may request written explanations from the involved parties to establish all relevant facts.
 - 14.4. As soon as possible after the investigation, but no later than 30 days after the receipt of the complaint the responsible RGSL Programme Director or employee shall discuss the final decision with the Director of RGSL.
 - 14.5. The responsible Programme Director or employee shall forward the final decision to the complainant by enclosing an electronic copy to the Director of RGSL.
15. If the complainant is still dissatisfied with the resolution after completion of Stage Two, Stage Three: appeal commences. The complainant shall provide written reasoning for his/her opinion and submit it to the Rector of RGSL, who shall decide about the involvement of the highest decision-making body: the Court of Academic Arbitration, the Senate, etc. At this stage, the decision and the facts considered during Stage Two are reviewed, no new evidence is accepted. A written answer to the complainant shall be provided within 30 days from the submission of the appeal.

Complaint or Proposal Form

Name, surname*	
E-mail	
Academic programme (if applicable)	

**If anonymous, should not be provided*

I have

COMPLAINT

PROPOSAL

to the Director of RGSL

1. Nature of complaint or proposal

2. Current resolution of the complaint (*for complaints only*)

3. Preferred resolution of the complaint (*for complaints only*)

I have enclosed supporting documentation YES NO

Date: