

# REGULATIONS

Handling Student Inquiries (Complaints, Suggestions, Feedback)

## 1. General Provisions

1.1. These Regulations establish the procedure for receiving, registering, reviewing, and analyzing communications from students of Jalal-Abad International University (JAIU), including complaints, suggestions, and feedback, as well as the responsibilities of organizational units and officials.

1.2. These Regulations are part of JAIU's Quality Management System (QMS) and the internal quality assurance system for educational programs.

1.3. These Regulations have been developed in accordance with:

1. The Law of the Kyrgyz Republic "On Education";
2. The Charter of JAIU;
3. The JAIU Code of Academic Integrity;
4. The Regulations on the Quality Management System of JAIU;
5. Regulations on Internal Monitoring and Quality Assurance;
6. other local regulatory acts of the university.

1.4. These Regulations apply to all students (undergraduates, interns, residents, and master's students) regardless of the form and language of instruction, as well as to faculty and administrative staff in their interactions with students.

1.5. The handling of student inquiries is aimed at:

1. protecting the rights and legitimate interests of students;
2. promptly identifying problems in the educational process and infrastructure;
3. improving the quality of educational programs and learning conditions;
4. fostering a culture of open communication and trust.

## 2. Key Concepts

2.1. **Student appeal** – any oral or written communication from a student containing a complaint, suggestion, expression of gratitude, or request for clarification.

2.2. **Complaint** – a communication containing information about a violation of a student's rights and legitimate interests, improper actions or inaction by staff, or shortcomings in the organization of the educational process and infrastructure.

2.3. **Suggestion** – a communication containing ideas and initiatives for improving the educational process, infrastructure, services, and extracurricular activities.

2.4. **Anonymous submission** – a submission that does not include the student's full name and/or lacks contact information.

2.5. **Responsible Party** – an official or department authorized to review a specific category of submissions.

## 3. Channels and Forms of Student Appeals

3.1. Students may submit inquiries in the following ways:

### 3.1.1. **Written appeal on paper:**

1. through the Dean's Office;
2. through the Academic Affairs Office;
3. through the Department of Internal Monitoring and Quality (DIMQ);
4. through the university's administrative office.

### 3.1.2. **Electronic submissions:**

1. to the university's official email address and/or a special address for student inquiries;
2. via the personal account in the LMS / AIS (if the relevant functionality is available);
3. via the feedback form on the university's official website.

3.1.3. **Suggestion boxes** (for suggestions/complaints) located in academic buildings and dormitories.

### 3.1.4. **In-person inquiries** during office hours with:

1. the dean;
2. the department chair;
3. the Vice Rector for Academic/Clinical Affairs;
4. the Vice Rector for Research and Quality;
5. the student ombudsman (if available).

### 3.2. Appeals may be:

1. **personalized** (including full name and contact information);
2. **anonymous** (considered for the purpose of analyzing problems and risks, without a personal response).

3.3. It is recommended to use the standard student complaint form (Appendix 1).

## 4. **Registration and Initial Processing of Appeals**

4.1. All written and electronic student inquiries subject to review **must be registered** in the Student Inquiry Log (Appendix 2) at the following levels:

1. the administrative office – for general inquiries;
2. the Dean's Office – for academic and organizational issues within the faculty;
3. the Office of Academic Quality and Quality Management (OQM) – for appeals related to the quality of education and the Quality Management System (QMS).

### 4.2. Registration includes:

1. the date the request was received;
2. the student's full name (if available);
3. faculty, year, and class;
4. a brief summary of the inquiry (category—complaint, suggestion, question);
5. channel of receipt;
6. responsible department/official;
7. response preparation deadline;
8. note on the results of the review.

4.3. **The deadline for registering the submission** is no more than **2 business days** from the date of receipt.

4.4. A student who submits a request with contact information must receive an acknowledgment of receipt within **3 business days**, indicating the estimated timeframe for processing the request.

## 5. Categories of Requests and Allocation of Responsibility

5.1. Main categories of student inquiries:

- a) **Academic process and assessment:** course content, schedule, course load, exams, grading, retakes.
- b) **Organization of internships, simulation, and clinical training.**
- c) **Infrastructure and facilities:** classrooms, laboratories, simulation center, dormitories, library, IT equipment.
- d) **Relations with faculty and staff:** communication etiquette, conflicts, inappropriate behavior, discrimination.
- e) **Administrative and financial matters.**
- f) **Suggestions for improving the educational process, infrastructure, and services.**

5.2. Responsible for review:

1. **Dean's Office** – inquiries regarding the academic process, schedule, groups, and courses within the department.
2. **Department Chair** – inquiries related to specific courses, faculty members, and grading.
3. **Academic Affairs Office** – systemic issues regarding the organization of the academic process, schedules, exam sessions, and academic mobility.
4. **Internal Monitoring and Quality Department** – inquiries regarding the quality of education, procedural violations, systemic issues, and quality management.
5. **Simulation Center / Clinical Sites** – issues related to simulation and clinical training.
6. **Administrative and Facilities Department** – infrastructure, conditions in classrooms and dormitories (in collaboration with the Dean's Office/Social Services).
7. **Ethics Committee / Academic Integrity Committee** – complaints regarding unethical behavior, ethical violations, bullying, discrimination, corruption, and plagiarism.

5.3. If necessary, complaints may be referred to **interdepartmental/cross-functional working groups** established by order of the rector.

## 6. Timeframes for Reviewing Appeals

6.1. The general timeframe for reviewing a complaint is **up to 15 calendar days** from the date of registration.

6.2. In exceptional cases (complex complaints requiring additional verification), the review period may be extended to **30 calendar days**, with the student notified of the extension and the reasons for it.

6.3. **Urgent appeals** (threats to life and health, emergencies, conflicts likely to escalate) are reviewed **immediately**, but no later than **1 business day** from the date of registration.

6.4. A response to the student may be provided:

1. in writing (paper document);
2. by email;
3. via the personal account in the LMS/AIS;
4. in the form of a personal meeting followed by a written summary (if necessary).

## 7. Complaint Review Procedure

7.1. After registering a complaint, the responsible person/department:

- 7.1.1. Analyzes the content of the complaint, determines its category and the parties involved.
- 7.1.2. If necessary, requests clarifications from faculty, staff, and departments, as well as additional documents.
- 7.1.3. Takes measures to prevent further potential harm to the student's interests (if there is a risk).

7.2. When reviewing complaints related to the assessment of knowledge, it is recommended to:

1. scheduling a **re-evaluation of** exam papers/results;
2. if necessary, establish a **committee** (departmental or faculty-level) to review the grade in accordance with the Regulations on the Assessment System.

7.3. Based on the results of the review:

7.3.1. The complaint is deemed:

1. justified;
2. partially justified;
3. unfounded.

7.3.2. If the complaint is valid (or partially valid), the following measures are developed and implemented:

1. corrective (rectification of the identified violation);
2. preventive (to prevent a recurrence of the situation);
3. disciplinary (in the event of violations by employees/faculty—in accordance with applicable laws and local regulations).

7.4. The results of the review are recorded in the Registration Log and in **the Summary Report on the Review of the Appeal** (Appendix 3).

## **8. Procedure for Handling Suggestions and Positive Feedback**

8.1. Student suggestions are forwarded to the relevant department (Dean's Office, Academic Affairs Office, Student Affairs Office, etc.) depending on their content.

8.2. Suggestions are analyzed in terms of:

1. relevance and alignment with the university's development strategy;
2. feasibility, taking resources into account;
3. impact on the quality of education and learning conditions.

8.3. Following the review of the proposal, a decision may be made:

1. to implement it (specifying deadlines and responsible parties);
2. to implement it partially;
3. to reject it (with a mandatory justification of the reason).

8.4. Significant proposals and initiatives may be brought up for discussion:

1. to the faculty council;
2. to the Methodological Council;
3. to the Quality Council;
4. to the Academic Council.

8.5. Positive feedback and expressions of gratitude from students are taken into account:

1. when compiling faculty rankings;
2. when preparing materials on best practices;
3. in reports on the quality of education.

## 9. Appeal and Reconsideration

9.1. If a student disagrees with the outcome of the review of their appeal, they have the right to file **an appeal**:

1. at the faculty level – to the dean;
2. at the university level – to the Vice Rector for Academic Affairs / Quality;
3. in specified cases – to the Ethics Committee / Academic Integrity Committee.

9.2. The procedure and deadlines for reviewing an appeal are established by relevant local regulations (Regulations on the Assessment System, Regulations on Appeals, etc.) or by these Rules:

1. the deadline for filing an appeal is **up to 10 calendar days** from the date of receipt of the response;
2. the deadline for reviewing the appeal is **up to 15 calendar days**.

## 10. Confidentiality, Protection from Reprisals, and Ethics

10.1. When handling student inquiries, the following principles are observed:

1. confidentiality of personal data;
2. prohibition of persecution of students for submitting appeals in good faith;
3. objectivity and impartiality.

10.2. Information contained in complaints may be disclosed to third parties only to the extent necessary for their review and the implementation of decisions, and in accordance with the law and local regulations.

10.3. Any attempts to pressure students who have filed complaints are considered a disciplinary violation on the part of staff/faculty.

## 11. Monitoring, Analysis, and Improvement

11.1. Internal Monitoring and Quality Department:

1. maintains **a consolidated record** of student inquiries;
2. conducts an analysis at least once a year of:
  1. the number and nature of complaints;
  2. the frequency and typical causes;
  3. the effectiveness of the measures taken.

11.2. The results of the analysis shall be compiled into **an analytical report** and submitted to:

1. to the vice-rectors;
2. the Quality Council;
3. the Academic Council (as necessary).

11.3. Based on the analysis, proposals are developed to improve:

1. local regulations;

2. the educational process and infrastructure;
3. the system for preventing conflicts and violations.

## **12. Documentation and Storage**

12.1. Student appeals and documents related to their review are stored:

1. in the academic departments, the Academic Affairs Office, and the Student Affairs Office—in the sections pertaining to their respective areas of responsibility;
2. in the registrar's office—registered appeals and responses.

12.2. The recommended retention period for documents related to student appeals is **at least 3–5 years** (as established by the JAIU File Classification System).

## **13. Final Provisions**

13.1. These Regulations shall enter into force upon approval by order of the Rector of JAIU.

13.2. Amendments and additions to these Regulations shall be made at the initiative of the Rector, Vice Rectors, Deans, the Department of Internal Monitoring and Quality, and the Academic Affairs Department, and shall be approved by order of the Rector.

# Appendix 1

## STUDENT CONTACT FORM

(complaint / suggestion / question / thank you)

### JALAL-ABAD INTERNATIONAL UNIVERSITY (JAIU)

#### 1. Student Information

1. Last name, first name, patronymic: \_\_\_\_\_
2. Faculty: \_\_\_\_\_
3. Program: \_\_\_\_\_
4. Year, class: \_\_\_\_\_
5. Form of study:  full-time  part-time  other: \_\_\_\_\_
6. Language of instruction:  Russian  English  other: \_\_\_\_\_
7. Contact phone number: \_\_\_\_\_
8. Email (or other contact information for a reply): \_\_\_\_\_

I wish to keep my data confidential (when interacting with staff).

I agree to the use of my data in aggregated analysis of inquiries (anonymized).

#### 2. Type of inquiry

Check the appropriate box(es) (you may select more than one):

- Complaint
- Suggestion
- Question / Request for clarification
- Thank you

Category (if known):

- Teaching and assessment
- Practical, clinical, and simulation training
- Infrastructure (classrooms, dormitory, library, IT, etc.)
- Relations with faculty/staff
- Administrative and financial matters
- Other: \_\_\_\_\_

#### 3. Content of the complaint

Please briefly and specifically describe the situation (what happened, where, when, who was involved):

If this is a complaint—specify exactly how you believe your rights or interests have been violated:

If this is a suggestion—what exactly do you propose to change or improve:

#### 4. Attachments (if any)

- Copies of documents (orders, screenshots, correspondence, etc.)
- Photos / other materials

List of attached documents (if any):

## **5. Signature**

Date completed: “\_” \_\_\_\_\_ 20

Student’s signature: \_\_\_\_\_



## Appendix 3

### SUMMARY REPORT FORM on the review of a student's appeal and measures taken

#### JALAL-ABAD INTERNATIONAL UNIVERSITY (JAIU)

##### 1. Appeal Details

- 1.1. Registration number in the Log: \_\_\_\_\_
- 1.2. Date of receipt of the appeal: “\_” \_\_\_\_\_ 20
- 1.3. Student's full name (if provided): \_\_\_\_\_
- 1.4. Faculty, educational program, year, class: \_\_\_\_\_
- 1.5. Type of inquiry:  complaint  suggestion  question  thank you
- 1.6. Category (academic process / internship / infrastructure / relations / other):

##### 1. Brief summary of the inquiry (substance, 3–5 sentences)

##### 1. Actions taken during review

- 3.1. Explanations / documents requested (from whom, when):
- 3.2. Meetings, conferences, and committees held (dates, participants):
- 3.3. Facts and circumstances identified:

##### 1. Result of the review

##### 4.1. Decision on the complaint (check the appropriate box):

1.  The complaint is deemed **valid**
2.  The complaint is deemed **partially valid**
3.  The complaint has been deemed **unfounded**
4.  The suggestion **has been accepted for implementation**
5.  Suggestion **partially accepted**
6.  Suggestion **rejected** (with justification)
7.  **A response or clarification** to the question has been provided
8.  Other: \_\_\_\_\_

##### 4.2. Summary of the decision (specifically, by item):

##### 4.3. Timeline for implementing decisions (for measures requiring time):

1. Deadline #1: by “\_” \_\_\_\_\_ 20
2. Deadline #2: by “\_” \_\_\_\_\_ 20

Responsible persons: \_\_\_\_\_

##### 1. Measures (corrective and preventive)

- 5.1. Corrective measures (resolution of the violation/problem):
- 5.2. Preventive measures (to prevent recurrence):

5.3. Do local regulations/procedures need to be revised?

No  Yes, which ones: \_\_\_\_\_

1. **Informing the student**

6.1. Form of response to the student:

- Written response (paper)
- Email
- Via the student portal
- In-person meeting (with a summary)

6.2. Date of response: “\_” \_\_\_\_\_ 20

6.3. Note:

- Student has been informed of the response
- Response sent, no confirmation of receipt

1. **Signatures and approval**

Person responsible for review:

Position \_\_\_\_\_ /Full Name/ \_\_\_\_\_ (signature)

Date: “\_” \_\_\_\_\_ 20

Approved (if necessary):

- Dean of the Faculty \_\_\_\_\_
- Head of the Academic Affairs Office \_\_\_\_\_
- Vice Rector \_\_\_\_\_

# STUDENT SURVEY

“Evaluation of the System for Handling Inquiries (Complaints, Suggestions, Questions)”

**Purpose:** To assess students’ awareness of, trust in, and satisfaction with the system for handling inquiries.

**Instructions for students:**

Select the answer that best reflects your opinion. The survey is anonymous; results are used only in aggregate form.

## Response scale for questions 1–8:

- 1 – Strongly disagree
- 2 – Somewhat disagree
- 3 – Don’t know / Neutral
- 4 – Somewhat agree
- 5 – Strongly agree

### Section A. Awareness

1. I know that the university has a system for handling student inquiries (complaints, suggestions, questions).  
(1–5)
2. I know **the ways in which** I can submit a request (through the dean’s office, the website, email, suggestion boxes, in-person meetings, etc.).  
(1–5)
3. Information about the procedure for submitting inquiries (where, how, and by when) **is accessible and understandable** to students.  
(1–5)

### Block B. Trust and Safety

4. I am confident that my request will be treated **confidentially**.  
(1–5)
5. I am not afraid of negative consequences for myself (grades, teachers’ attitudes, etc.) if I submit a complaint.  
(1–5)

### Section C. Experience and Effectiveness (Overall Assessment)

6. I believe that student complaints at the university are addressed **within a reasonable timeframe**.  
(1–5)
7. I believe that student appeals are reviewed **objectively and fairly**.  
(1–5)
8. Overall, I **am satisfied** with how the university handles student appeals.  
(1–5)

### Section D. Personal Experience (for those who have submitted a request)

9. Have you personally (or through a group) submitted a complaint, suggestion, or question to the administration/dean's office/university services in the past year?

1.  Yes
2.  No

If you selected "No," proceed to question 11.

10. If you have contacted them, please rate on a scale of 1 to 5:

10.1. The speed with which your request was processed.  
(1–5)

10.2. The respectfulness and courtesy of the staff when handling your request.  
(1–5)

10.3. How satisfied you are with **the outcome** of your inquiry.  
(1–5)

## Section E. Open-ended question

11. In your opinion, what needs **to be changed or improved** in the university's system for handling student inquiries?

## 2. Brief explanation of the logic and analysis

For the QMS and NAAR, it is important that the survey not merely "gather opinions" but provide **specific metrics**:

1. Questions 1–3 → Student **awareness and knowledge**.
2. Questions 4–5 → **Trust and sense of security**.
3. Questions 6–8 → **Effectiveness and overall satisfaction with the system**.
4. Questions 9–10 → **Actual experiences of those who have sought assistance**.
5. Question 11 → Specific suggestions for improvement.

## 3. Analysis Matrix (for the Quality Department / OVMK)

Recommended Excel table:

Question / Section No.	Indicator	Type	Calculation	Target value	Interpretation and type of decision
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You can add conditional levels:

1. Average score 4.0–5.0 → green (satisfactory).
2. 3.5–3.9 → yellow (risks present, improvements needed).
3. < 3.5 → red (critical zone, mandatory corrective measures).

## 4. Practical Action Plan

1. **Include the questionnaire** in the Quality Monitoring Regulations and/or the QMS Policy as an appendix titled "Student Inquiry Handling System Evaluation Questionnaire."

2. **Create a Google Form or an eBilim form** on these issues (1–5 Likert scale + one open-ended question).
3. Determine **the frequency**:
  1. Once a year (preferably at the end of the academic year or semester);
  2. separately—on a selective basis for students who actually submitted complaints.
4. Prepare **a template for the analytical report**: a table of indicators, charts, conclusions, and a list of corrective/preventive actions.
5. Include the results in **QMS reports and the self-assessment report for NAAR/AOPO** (standards on student-centeredness and the complaint system).

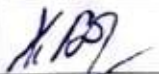
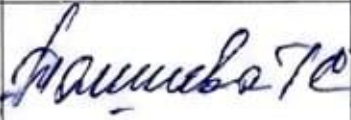







# CHANGE LOG

Change No.	Basis for Amendment	Pages	Summary of the amendment	Revision	Signature	Date
1						
2						
3						

Edition: 1000

Effective date: “ ” 20

## APPROVAL SHEET

No	Position / Role	Full Name	Signature	Date
1	Developed by	Kanetova D.E.		29.12.25
2	Approved: head of the responsible department			29.12.25
3	Approved: Head of the Educational and Informational Department	Kanetova D.E.		29.12.25
4	Approved: leading specialist for quality	Kalmuratova A.		29.12.25
4	Approved: head of the legal affairs and human resources department / lawyer	Sydykova B.J.		29.12.25
5	Approved: vice-rector for academic affairs	Sadyrova N.A.		29.12.25
6	Approved: vice-rector for science, SR and GE	Asilova Z.A.		29.12.25
7	Endorsed / considered in the established manner	JASU Scientific Council		29.12.25.

