

**PROCEDURE**  
**for Responding to Inquiries from Stakeholders**  
**at Jalal-Abad International University**

**1. General Provisions**

1.1. This Procedure for Responding to Inquiries from Stakeholders at Jalal-Abad International University establishes a unified mechanism for receiving, registering, reviewing, addressing, and monitoring inquiries received by the university from stakeholders.

1.2. This Procedure is a local regulatory act of JAIU and applies to all structural units, officials, and employees of the university involved in handling inquiries.

1.3. The purpose of this Procedure is to ensure an open, transparent, timely, and effective response to communications from interested parties, as well as to use the results of the review of such communications to improve the university's operations.

1.4. This Procedure applies to inquiries received in oral, written, electronic, and other forms through the official communication channels of JAIU.

1.5. This Procedure is intended to:

1. ensuring feedback between the university and stakeholders;
2. protecting the rights and legitimate interests of applicants;
3. improving the quality of administrative, educational, and organizational processes;
4. preventing recurring problems and inconsistencies;
5. developing an analytical basis for managerial decision-making.

**2. Regulatory References**

2.1. These Procedures have been developed in accordance with:

1. the Law of the Kyrgyz Republic “**On Education**”;
2. the legislation of the Kyrgyz Republic governing the procedure for reviewing appeals from citizens and legal entities;
3. The Model Instructions on Document Management in the Kyrgyz Republic;
4. The Charter of Jalal-Abad International University;
5. local regulations of JAIU governing:
  1. document flow;
  2. information policy;
  3. internal monitoring and quality assurance;
  4. personal data protection;
  5. academic integrity;
  6. anti-corruption measures;
  7. use of the university's digital information systems.

### 3. Key Terms

3.1. **Communication** — a statement, proposal, complaint, request, notification, or other message sent by a stakeholder to JAIU regarding matters related to the university's activities.

3.2. **Interested parties** — students, applicants, parents (legal guardians), alumni, employers, faculty and staff, employees, partners, and other individuals and legal entities interacting with the university.

3.3. **Applicant** — a person who has submitted a request to JAIU.

3.4. **Responsible Department** — a structural unit of JAIU responsible for preparing a response and taking action on the inquiry.

3.5. **Official channels for submitting inquiries**—the forms and methods established by the university for receiving inquiries, including written, electronic, and digital mechanisms.

### 4. Principles for Handling Requests

4.1. Legality.

4.2. Objectivity and impartiality in review.

4.3. Timeliness of response.

4.4. Accessibility of the complaint submission process.

4.5. Confidentiality within the limits of legal requirements and local regulations.

4.6. Traceability of the request's progress.

4.7. Responsibility for the completeness and quality of the review.

4.8. Use of the results of inquiry reviews to improve university operations.

### 5. Channels for Receiving Requests

5.1. Requests may be submitted to JAIU via:

1. the university's administrative office;
2. the official email address;
3. the university's official website;
4. digital systems and services used by the university;
5. the **eBilim** system—within its functional capabilities;
6. dean's offices, departments, and administrative units;
7. in-person meetings with officials;

1. other officially established channels.

5.2. The University ensures that interested parties are informed about the available channels for submitting requests.

5.3. Requests received through unofficial channels shall, if necessary, be redirected to the official review process.

## **6. Receipt and Registration of Requests**

6.1. All complaints received by JAIU through official channels shall be registered in accordance with established procedures.

6.2. Upon registration of a complaint, the following information is recorded:

1. date of receipt;
2. registration number;
3. information about the applicant;
4. method of submission;
5. summary of the request;
6. responsible department;
7. processing time;
8. note on the outcome of the review.

6.3. Requests are recorded in a logbook, electronic database, document management system, or other established format.

6.4. If technically feasible, information regarding inquiries may be recorded in JAIU's digital systems, including **eBilim**, if the inquiry relates to the educational process or academic information.

## **7. Classification of Requests**

7.1. Requests may be classified as:

1. suggestions;
2. petitions;
3. complaints;
4. requests;
5. notifications;
6. explanatory letters;
7. inquiries regarding academic matters;
8. inquiries regarding organizational, personnel, financial, social, technical, and other matters.

7.2. Depending on the nature of the inquiry, they may relate to:

1. the educational process;
2. assessment and evaluation;
3. the schedule;
4. academic debt;
5. the actions of employees or departments;
6. the quality of educational services;
7. learning conditions;
8. the safety of the educational environment;
9. information resources;
10. anti-corruption issues;
11. other areas of the university's activities.

## **8. Procedure for Reviewing Requests**

8.1. After registration, the inquiry is forwarded to the responsible department or official based on jurisdiction.

8.2. The responsible department:

1. reviews the content of the inquiry;
2. requests the necessary materials and clarifications;
3. coordinates with other departments as needed;
4. prepares a draft response;
5. formulates proposals for response measures.

8.3. If the inquiry concerns multiple areas of activity, a joint review involving several departments may be scheduled.

8.4. If necessary, the following may be conducted in response to the inquiry:

1. an internal investigation;
2. an analysis of documents and records;
3. additional clarification provided to the complainant;
4. review at a meeting of the commission, council, or senior management.

8.5. The response to the request must be:

1. reasoned;
2. complete;
3. clear in content;
4. prepared within the scope of authority;
5. formatted in the prescribed manner.

## **9. Timeframes for Reviewing Appeals**

9.1. Appeals are reviewed within the timeframes established by the legislation of the Kyrgyz Republic and the internal documents of JAIU.

9.2. Internal monitoring of the timeframes for reviewing appeals is carried out by the responsible department and authorized officials.

9.3. If further review of the materials is necessary, the review period may be extended in accordance with established procedures, with the applicant being informed, provided that this is stipulated by the rules for reviewing appeals.

9.4. Urgent appeals related to security threats, violations of students' rights, conflict situations, incidents, or other sensitive circumstances shall be given priority consideration.

## **10. Results of Appeal Review**

10.1. Based on the results of the review, the following decisions may be made:

1. provide an explanation;
2. to grant the appeal in full or in part;
3. to deny the appeal with a reasoned justification;
4. refer the appeal to the appropriate authority;
5. take organizational, corrective, or disciplinary measures;
6. initiate an internal review, change a procedure, or revise a local document;
7. include the issue in an improvement plan, CAPA, or internal monitoring.

10.2. The results of the appeal review must be documented.

10.3. If necessary, the results of the complaint review are used to adjust processes, improve the quality of education, enhance document management, digital services, and other areas of JAIU's operations.

## **11. Specifics of Reviewing Inquiries Regarding Educational and Academic Matters**

11.1. Appeals related to the educational process, grading, scheduling, academic debt, access to digital resources, the functioning of **eBilim**, and other academic matters are reviewed with the participation of the Academic and Information Department, deans' offices, departments, and other authorized units.

11.2. If an inquiry relates to data reflected in **eBilim**, the information contained in the system is used during the review, within the limits of its official status and functional capabilities.

11.3. Requests regarding academic integrity, appeals of assessment results, retakes, and the resolution of academic debt are reviewed in accordance with specific local regulations of JAIU.

## **12. Analysis of Inquiries and Use of Results**

12.1. JAIU conducts a regular analysis of inquiries from stakeholders.

12.2. The analysis includes:

1. the number of inquiries;
2. the subject matter of the inquiries;
3. frequency of issues;
4. timeframes for review;
5. results of the review;
6. existence of systemic causes;
7. measures taken following the review.

12.3. The results of the analysis are used:

1. to improve processes and services;
2. to amend local regulations and procedures;
3. to make management decisions;
4. for internal monitoring and quality assessment;
5. to prevent repeat complaints regarding the same issues.

12.4. Summary information on inquiries may be reviewed at meetings of the Rector's Office, the Quality Council, and other collegial bodies, and used in analytical reports.

## **13. Authority and Responsibility**

13.1. The **Rector**:

1. exercises overall management of the complaint response system;
2. reviews inquiries falling within his or her jurisdiction;
3. makes decisions on significant issues.

13.2. **Vice Rectors for Specific Areas of Activity**:

1. coordinate the review of inquiries on matters under their supervision;
2. monitor the quality and timeliness of responses.

13.3. **The Office / the department responsible for document management**:

1. ensures the receipt and registration of requests;
2. monitors routing and review deadlines.

13.4. **Department of Internal Monitoring and Education Quality**:

1. participates in the analysis of inquiries as a source of information on the quality of processes;

2. uses inquiries for monitoring, risk analysis, and operational improvement.

#### **13.5. Academic and Information Department:**

1. participates in the review of inquiries regarding the educational process, digital systems, and **eBilim**;
2. provides information on academic matters within its scope of authority.

#### **13.6. Heads of Structural Units:**

1. ensure the timely and high-quality review of inquiries within their area of responsibility;
2. are responsible for the accuracy and completeness of the prepared response.

### **14. Final Provisions**

14.1. This Procedure shall enter into force by order of the Rector of JAIU.

14.2. Amendments and additions to this Procedure shall be made in accordance with the procedures established by the university.

14.3. Oversight of the implementation of this Procedure is entrusted to the Rector's Office, the Administrative Services, the Department of Internal Monitoring and Quality of Education, the Academic and Information Department, and the heads of structural units within the scope of their authority.

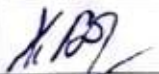
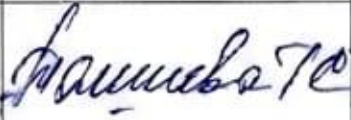







# CHANGE LOG

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.

