

APPROVED

by the Order № 23 dated February 21, 2019

"Complaints Consideration Procedure"

1. Purpose

1.1 "Complaints Consideration Procedure" (hereinafter - the Procedure) is an integral part of the management system and is designed to ensure effective and efficient handling of complaints in case of a conflict.

2. Scope

2.1 The procedure applies to the entire structure of Vinnytsia National Pirogov Memorial Medical University (hereinafter - the University).

3. Definition of terms

3.1 A complaint is an expression of dissatisfaction, usually expressed in writing, regarding the actions, inaction of University employees or higher education applicants, which may arise in the process of relations during the educational process.

3.2 Applicant - an employee or higher education applicant who expresses dissatisfaction, which is classified as a complaint, according to the definition given in paragraph 3.1.

3.3 The commission is formed by the order of the Rector.

4. Description of the process

4.1 Complaints handling process

4.1.1 The process includes the following steps:

- registration of the complaint;
- processing of the complaint;
- corrective and / or preventive actions (if necessary);
- notification of the applicant on the results of the complaint processing;
- documenting the complaint review process and archiving documents.

4.2 Registration of complaints

4.2.1 Registration of complaints is carried out in a separate "Journal for registration of complaints". Timely completion of the "Journal for registration of complaints" is the responsibility of the Secretary of the Complaints Commission.

4.2.2 All complaints received by the University are subject to registration.

4.2.3 Appeals received by the University may be classified by the Rector of the University as complaints by writing an appropriate resolution on the incoming letter.

4.3 Term of consideration of the complaint

4.3.3 If the issue raised in the complaint concerns the activities of the University, the Commission should consider it within one month from the date of registration of the letter containing the complaint. If it is impossible to resolve the issues raised in the complaint within a month, the Head of the Commission should set the necessary deadline for its consideration, which should be notified to the applicant.

4.4 Documenting the complaint review process and archiving documents

4.4.1 The process of reviewing the complaint is documented by the Commission by keeping the appropriate records of the meeting of the Commission. Proper record keeping is the responsibility of the Secretary of the Commission.

4.4.2 The documentation on the review of the complaint is kept at the University in accordance with the established term.

4.4.3 The Secretary of the Commission is responsible for keeping the documentation of the Commission (records of meetings, materials related to the consideration of complaints).

4.5 Processing of complaints

4.5.1 After receiving the complaint with the relevant resolution of the Rector of the University, the Head of the complaints commission gives instructions to the secretary of the commission to convene a meeting of the commission.

The Head of the Commission has the right to sign the letters related to the complaint.

4.5.2 The commission gets acquainted with the materials of the complaint, analyzes, checks the facts stated in the complaint, if necessary collects additional materials on the issues raised in the complaint. Based on the results of the analysis of the complaint materials, the commission is obliged to make a conclusion on the validity or unfoundedness of the complaint, which is reflected in the relevant records of the commission meeting.

4.5.3 The Commission, having considered the complaint, may decide:

- to satisfy the complaint (in full or in part);
- to refuse to satisfy the complaint.

4.5.4 The decision to refuse to satisfy the complaint is made in cases where:

- the actions of the participants are recognized as legal and reasonable;
- the complaint is unfounded or the facts set out in the complaint are not confirmed;
- the actions of persons are appealed in court.

4.5.5 Decisions are taken by a simple majority of the votes of the members of the Commission present.

4.5.6 Decisions and conclusions adopted at the meetings of the Commission should be recorded in the records kept by the Secretary of the Commission.

4.5.7 Based on the results of reviewing the complaint and reviewing all the materials collected on the complaint, the Commission prepares:

- records of the meeting of the Commission, drawn up in accordance with current legislation;
- a draft response to the applicant on the issues raised in the complaint.

4.5.8 The draft response with all available documents is submitted to the Rector of the University for a final decision.

4.6 Actions based on the results of complaints

After making a final decision on the complaint, if necessary, the commission may recommend to the University management in the prescribed manner to take the necessary measures to resolve the conflict and its consequences.

4.7 Notification of the complainant about the results of the processing of complaints

4.7.1 Within three working days from the date of the decision on the complaint, a written response is sent to the applicant.

It is the responsibility of the Secretary of the Commission to draw up a reply letter to the applicant.