

**Business, Arts and Technology University „RISEBA”
Consideration Procedure of Student (Customer) Complaints and
Propositions**

1. Complaints and propositions are to be accepted in oral, written and electronic format;
2. Complaints and propositions may be submitted in the following ways:
 - appearing in person at the Study Division;
 - appearing in person or remotely by sending an e-mail to the study program director;
 - remotely by sending an e-mail to: [my opinion@riseba.lv](mailto:my.opinion@riseba.lv) or to riseba@riseba.lv;
3. The received complaints and propositions are delivered to the Supervisor of Study Quality for registration and centralised logging;
4. The Supervisor of Study Quality assesses whether the complaint/proposition has been sent to the appropriate addressee, forwards the complaint/proposition to the official in charge, and determines a deadline for reply;
5. In case the complaint has to do with the studies, i. e., with study course/-s, their implementation, their content and quality et al, and/or with the quality level of a lecturer, the official in charge investigates the complaint. For this end, questioning of the students (group or course) may be conducted to clarify complaint validity;
6. If the received complaint has to do with evaluation of an examination/paper, it shall be dealt with in accordance with the relevant procedure provided in Study Regulations;
7. The official in charge shall then act in accordance with his responsibilities and level of competence;
8. The author of the complaint, as well as the Supervisor of Study Quality, shall be informed about the outcome of the adopted resolution;
9. Supervisor of Study Quality shall control implementation of the resolution and responding process to the author of the complaint or proposition;
10. Supervisor of Study Quality shall annually compile statistics on complaints and propositions and analyse their character (content), submitting proposals for improvement of administrative processes and quality assurance.