

UKRAINE

MINISTRY OF HEALTH OF UKRAINE IVANO-FRANKIVSKY

NATIONAL MEDICAL UNIVERSITY

APPROVED

by order of IFNMU

№ 938-d dated 17.09.2020 ■

Regulation

on the procedure for consideration of students' appeals (applications, complaints,
proposals) in Ivano-Frankivsk National Medical University

Revision 2020-02, no changes

Ivano-Frankivsk

4. RESPONSIBILITY

4.1. The overall responsibility for the organization of the procedure for reviewing complaints of university students rests with the university office.

4.2. Officials guilty of violating the legislation on citizens' appeals shall bear civil or administrative liability, which is provided by the legislation of Ukraine.

5. GENERAL PROVISIONS

5.1. All applications received by IFNMU must be registered by the office on the day of their receipt.

The appeal shall indicate the surname, name and patronymic, place of residence and shall state the essence of the issue raised. The written application must be signed by the applicant (applicants) indicating the date. The date of receipt of the appeal and its registration number shall be indicated in the free place of the first page of the appeal. Envelopes in which appeals are received are stored together with other materials of inspection during all period of their consideration.

5.2. Repeated appeals are registered in the same way as the previous ones. In this case, the registration log is marked "Repeated" and all previous correspondence is attached to the re-application.

5.3. All correspondence regarding the appeals of students is conducted according to the numbers assigned during registration. Responses to students' appeals are sent on IFNMU forms.

5.4. The Office of the University sends the application for consideration to the Rector of the University or officials to whom it is directly addressed.

6. Consideration of appeals of students

6.1 The Rector of the University appoints a person responsible for consideration of the appeal or creates a commission to ensure its comprehensive, impartial and objective consideration.

6.2 IFNMU officials when considering the appeals of students are obliged to carefully delve into their essence, if necessary, to demand from the performers materials related to their consideration.

6.3 Representatives of trade unions of the university, student self-government bodies, etc. may be involved in the verification of appeals.

6.4 Based on the results of consideration of the appeal, a motivated response is drawn up, which should contain an objective analysis of the collected materials. If the review reveals violations of citizens' rights, shortcomings in the activities of IFNMU, abuse of office and other employees, the response should indicate what specific measures have been taken to eliminate these shortcomings and violations.

6.5 Appeals in which important issues of IFNMU activity are raised are taken under special control and are considered first of all.

6.6 The author of the appeal has the right to get acquainted with the materials of the inspection.

6.7 Appeals are considered if all the issues raised in them are clarified, the necessary measures are taken and the authors of the appeals are provided with comprehensive answers.

6.8 The answer based on the results of consideration of the appeal shall be provided by the rector of the university or other officials who have been entrusted with the consideration of the respective appeal. The decision to refuse to meet the requirements set out in the application shall be notified to the applicant in writing with reference to the relevant law and the reasons for refusal, as well as with an explanation of the procedure for appealing the decision.

6.9 After completion of consideration and execution of the accepted decision the address together with materials of consideration and the copy of the answer (conclusion) are stored in the corresponding structural division which competence concerned the address.