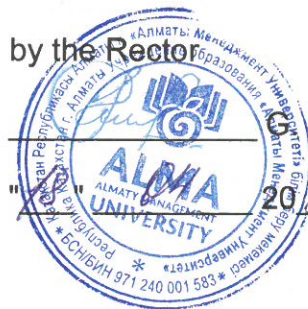




**ALMA**  
ALMATY MANAGEMENT  
UNIVERSITY

Approved

by the Rector



Kurenkeyeva

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### 1. Purpose of the document

This document defines the requirements and procedure for organizing the reception and consideration of complaints/ applications from students.

### 2. Scope of the document

The requirements of these Regulations are mandatory for execution by the structural units of the University involved in the process of admission, registration and consideration of complaints/ applications.

These Regulations are an internal regulatory document of the University and are not subject to presentation to other parties.

### 3. References

These Regulations have been developed in accordance with the Constitution of the Republic of Kazakhstan, the Labor Code of the Republic of Kazakhstan, the Administrative Procedural Code of the Republic of Kazakhstan, "On Education", Model Rules for the Operation of Organizations of Higher and Postgraduate Education and other internal documents of the University.

#### Internal regulatory documents

**P-BRPS-02** – Regulations on the Disciplinary Committee

### 4. Terms and abbreviations

**An anonymous appeal** is an appeal for which it is impossible to establish the authorship, there is no signature, including an electronic digital signature, or the postal address of the applicant.

**Complaint** – an appeal about violation of the rights, freedoms and legitimate interests of citizens, failure to comply with decisions made on appeals, unlawful actions of University officials. o the bottom of the application form containing the student's demand for the restoration or protection of the rights, freedoms or legitimate interests of him or other persons that were violated by an administrative act, administrative action (inaction).

**Applicant** is a person who submitted an appeal to the University, an official to appeal legal rights and interests.

**Application** is one of the forms of appeal containing a student's appeal for assistance in realizing his rights, freedoms and legitimate interests or the rights, freedoms and legitimate interests of other persons.

**Inquiry** - a student's request to provide information or a document on issues of interest of a personal or public nature.

**Appeal** is an individual or collective proposal, statement, complaint, response or appeal, written or in the form of an electronic document.

**Response** is a type of address through which citizens realize their attitude towards the domestic and foreign policies pursued by the state, as well as phenomena and events of social significance.

**Proposal** is a type of appeal, the purpose of which is to draw attention to the need to improve the work of the University, to recommend specific ways and means of solving the tasks assigned to the University.

**Repeated appeal** – an appeal received from the same person on the same issue at least twice, in which:

- a decision made on a previous appeal is appealed;
- an untimely consideration of a previously sent application is reported if the established period for consideration has expired since its receipt, but the applicant has not received a response;

- indicates other shortcomings made during the consideration and resolution of the previous appeal.

**Petition** is a collective message, response or proposal sent to the University in the form of an electronic document and considered by law.

**Registration of an appeal** - recording in the accounting information document brief data on the content of the appeal and assigning a registration number to each received appeal.

**The operating base** is the basis for use by students in the educational and administrative process.

**Documentolog** is an electronic document management program at the University.

**RK** - The Republic of Kazakhstan

**TsPS** is a student support center.

## 5. Responsibility

5.1. **The CPS Manager** is responsible for:

- Timely verification of applications in the current database, attached documents on the application;
- Launching applications for the issuance of orders and instructions for the Documentolog, transferring them for consideration to subjects and officials for further study and decision-making;
- Providing timely responses to appeals.

5.2. **The head of the CPS** is responsible for:

- Monitoring the timeliness of processing appeals.

5.3. **School deans** are responsible for:

- Timely decision-making on appeals.

5.4. **The School Quality Council** is responsible for:

- quality and completeness of an objective response during an internal investigation;
- Timely decision-making on appeals;

5.5. **The Legal Department** is responsible for:

- provision of legal assistance in identifying violations of facts;
- providing a legal, motivated and justified answer;
- conducting an official investigation if necessary.

5.6. **The Ombudsman** is responsible for:

- untimely decision-making on ethical and corruption issues;

5.7. **Disciplinary Committee** responsible for:

- identifying and establishing disciplinary reasons and conditions that give rise to complaints.

5.8. **The Registrar's Office** is responsible for:

- timely attachment of the full package of application documents and safety of review materials in the student's personal file;

All participants are responsible for quality in decision making, action/inaction.

## 6. General provisions

6.1. In the application, students indicate their last name, first name, patronymic if available, IIN, postal address or contact telephone number. The application must be signed by the applicant or certified with an electronic digital signature. When filing a complaint, the name of the subject or position, the names and initials of the officials whose actions are being appealed, the reasons for the appeal and requirements, the date of filing, the signature of the student, the list of attached documents and other information provided for by the legislation of the Republic of Kazakhstan are indicated.

6.2. Not subject to consideration:

- anonymous appeals;
- containing obscene words or insulting a person;
- an appeal that does not state the essence of the issue;
- repeated appeals in which new arguments or newly discovered circumstances are not presented, if there are comprehensive inspection materials on them and the applicants were provided with a response in the prescribed manner;
- an appeal in which the requirements of clause 6.1 are not met.

If the applicant does not comply with the appeal within the prescribed period, the appeal will be returned to the applicant. Return appeals Not prevents repeated treatment

## **7. Organization of work with appeals**

### **7.1. Registration and accounting of appeals**

7.1.1. Applications from students are accepted by the manager-consultant through the existing database and personal appeal. When appeals from students are received through the current database, it is automatically registered, the manager-consultant checks the attached documents and sends them to the current database for consideration, or the manager-consultant registers and transfers them to the managers of the Center for the purpose of generating a memo in Documentolog for decision-making.

7.1.2. Repeated appeals are registered in the same way as initial ones.

7.1.3. Appeals from the same person on the same issue sent to several addressees are considered as independent appeals and should not be counted as repeated.

### **7.2. Consideration of appeals.**

7.2.1. After registration, appeals are sent for consideration to structural units in accordance with the issues of the appeal. It is not allowed to send student complaints for consideration to those officials whose actions are being appealed.

7.2.2. In complex and confusing situations, a meeting of the School Council may be organized to consider the appeal.

7.2.3. Performers (heads of structural units) have the right:

- appeal and receive information necessary for consideration of applications from the relevant structural divisions of the University, in the manner and under the conditions established by the legislation of the Republic of Kazakhstan.
- send members of the School Council to the field to verify the circumstances stated in the appeals.
- initiate an internal investigation.
- take other measures to objectively, timely resolve the issues raised by the author of the appeal, identify and establish the causes and conditions giving rise to complaints.

7.2.4. Managers are required to:

- ensure objective, comprehensive and timely consideration of citizens' appeals.

7.2.5. If a violation of the University Rules is detected on the part of the student, the complaint/application may be sent for consideration to the Disciplinary Committee.

### **7.3. Making a decision on the appeal.**

7.3.1. The decision on appeals is made by the employee to whom the appeal was sent.

7.3.2. Based on the results of consideration of applications containing appeals, demands, proposals, one of the following decisions is made:

- about full or partial satisfaction of the appeal;
- about refusal to satisfy the appeal with justification for making such a decision.

7.3.3. Based on the results of consideration of complaints, one of the following decisions is made:

- recognize the complaint as unfounded and terminate its consideration. In this case, claims of a moral and material nature may be brought against the applicant in the manner prescribed by law;
- recognize the complaint as justified and the fact confirmed. In this case, measures are taken against University employees whose actions (inactions) were the cause of the complaint;
- send for an internal investigation to the Legal Department.

7.3.4. The response decision is provided in Kazakh or Russian, depending on the language in which the appeal was submitted.

7.3.5. Decisions on appeals must be motivated with reference to specific regulatory documents and internal rules that refute or confirm the applicant's arguments.

7.3.6. In the absence of any recommendations, demands, petitions, appeals, appeals are taken into account.

#### **7.4. Responses to appeals.**

7.4.1. After the decision is made, the applicant is informed about the decision made with the rationale for the decision made orally or in writing. In the current database, after a decision is made, the application is closed and the student can see the answer in his personal account.

7.4.2. Information that discloses state secrets, commercial secrets, etc. cannot be transmitted.

7.4.3. Control over the timely delivery of the response to the applicant is entrusted to the head of the CPS.

#### **7.5. Storage of circulation material.**

7.5.1. After completion of the consideration of the application, along with the review materials and correspondence, it is transferred to the Registrar's Office for inclusion in the student's personal file.

### **8. Deadlines for consideration of applications**

8.1.1. Decisions on issues that do not require additional study and verification are made no later than 15 working days from the date of their receipt by the CPS.

8.1.2. In cases where additional study or verification is necessary, the review period may be extended by no more than 20 working days.

8.1.3. of the extension of the period for consideration of the application within five working days from the date of extension of the period for consideration.

8.1.4. Control over compliance with the deadlines for consideration of applications is assigned to the head of the Center for Registration.

### **9. Non-disclosure of information in connection with consideration of applications**

9.1. All information received by University employees during the consideration of the application is proprietary and is considered restricted information.

### **10. Students' rights when considering appeals**

10.1. The applicant who filed the appeal has the right:

- submit additional documents and materials in support of your application or appeal their appeal;
- present the arguments to the person considering the appeal;

- familiarize yourself with the materials related to the consideration of his appeal, participate in the consideration of the appeal, if this does not violate the rights and freedoms of other persons;
- receive a reasoned response in writing or orally about the decision made;
- demand compensation for losses if they were the result of violations of the established procedure for considering appeals;
- appeal the actions (inactions) of officials or the decision taken on the appeal;
- apply again with the provision of facts based on newly discovered circumstances, when appealing a decision made on a previous appeal, if the appeal was left without consideration or the terms for consideration of the appeal were violated.