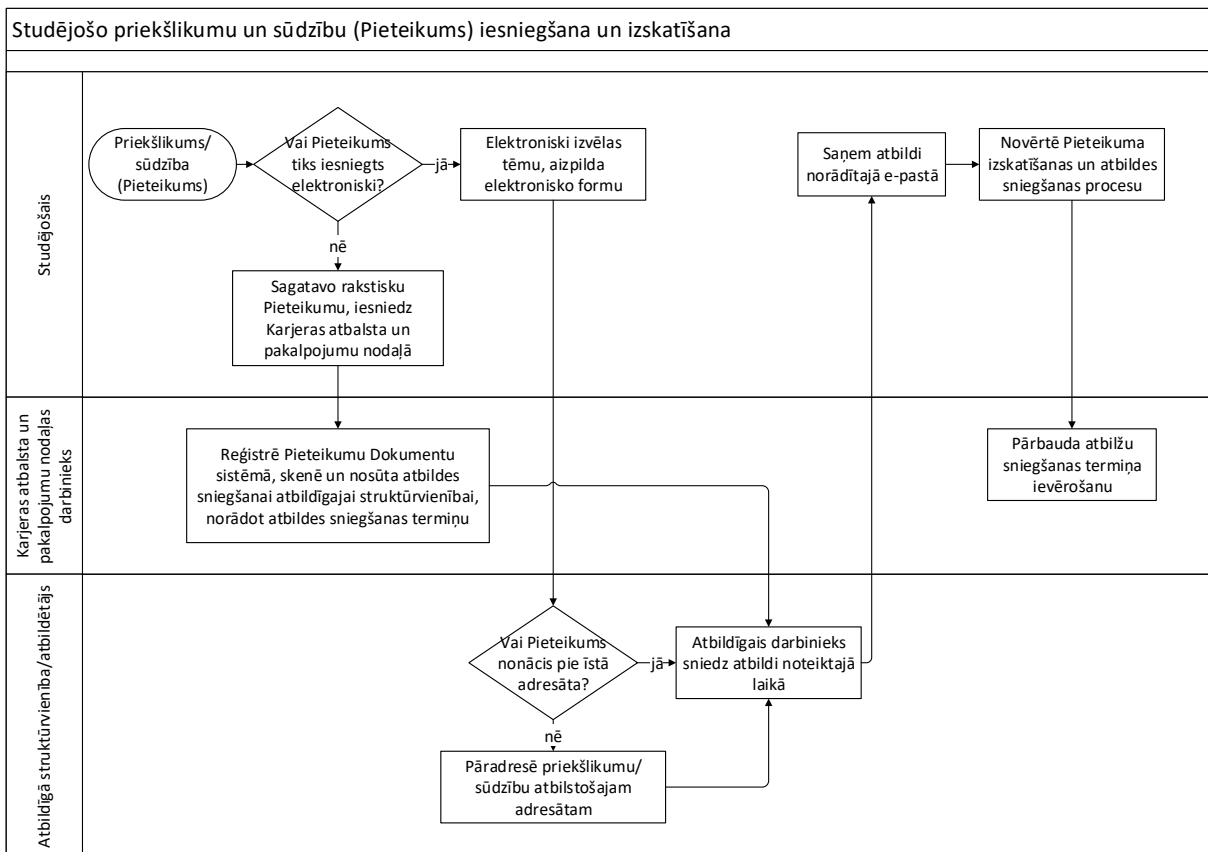


Procedure for Submission and Examination of RTU Students' Proposals and Complaints

1. Procedure for Submission and Examination of RTU Students' Proposals and Complaints (further – the Procedure) stipulates the procedure how students of Riga Technical University (further – RTU) may submit proposals and complaints (further – Application) concerning the study process and other issues.
2. The Procedure does not relate to applications pertaining to tuition fees, academic leaves and expulsion, and other official applications that are examined in accordance with the provisions of the respective legal enactments.
3. Appeals concerning assessment of learning outcomes or assessment procedure are considered in accordance with the provisions of RTU Regulation on Assessment of Learning Outcomes.
4. Student applications concerning appeals against claims on the violation of academic integrity are examined in accordance with the provisions of RTU Code for Academic Integrity.
5. The student may submit the Application electronically or in person at RTU Career Support and Service Center.
6. If the Application is submitted in the written form, it should contain:
 - Name, surname, student ID number of the applicant;
 - E-mail address to which the response should be sent;
 - The essence of the matter and facts (time, persons involved and other facts if any) (see sample in Appendix 1).
7. Upon receipt of the written Application, an employee of RTU Career Support and Service Center determines the unit/person responsible for providing the answer to the query depending on the query subject (according to Appendix 2), registers the Application, scans and electronically forwards it to the responsible unit that should provide a response.
8. If the written Application does not contain information specified in Clause 6, the employee of RTU Career Support and Service Center is eligible to reject the Application and not forward it for further consideration.
9. The Application may be submitted electronically at the RTU learning platform ORTUS (<https://ortus.rtu.lv>) or RTU home page (<https://www.rtu.lv/>), filling in the electronic form.
10. If the submitter of the electronic Application is willing to receive a response, the Application should contain information specified in Clause 6.
11. Upon receipt of the electronic Application, the designated person checks whether the content is relevant for the selected subject and the Application has reached the corresponding addressee.
12. The responses to student proposals and complaints are provided in ten business days from the date of receipt of the Application. The term for examining the Application may be prolonged if objectively necessary, but it should not exceed one month from the receipt of the Application.
13. The Head of RTU Career Support and Service Center controls timely examination of the Application and once a year at the end of the academic year summarizes application statistics and submit it to RTU administration and Quality Management Department.
14. Quality Management Department analyzes application statistics and evaluates application examination processes based on the assessment provided by application submitters.



Row 1 Examination of students' proposals and complaints (Application)

Row 2
Student

Proposal/complaint (Application)

Is the Application submitted electronically?

No Draft a written Application, submit it to Career Support and Service Center

Yes Select a subject in the electronic catalogue, fill in the electronic form

Receive the answer to the specified e-mail address

Evaluate the process of examination and response to the Application

Row 3

Employee of Career Support and Service Center

Registers the Application in the system, scans and forwards it to the responsible unit, specifying the due date for the response

Checks whether the response is received on the due date

Row 4

Responsible unit/designated person

Has the Application reached the unit responsible for the issue?

No Forward the proposal/complaint to the responsible unit

Yes The designated person provides response in the due term

Procedure for Submission and Examination of
RTU Students' Proposals and Complaints

Appendix 1

Information about the student

Name, surname:
Student ID:
E-mail address:

PROPOSAL OR COMPLAINT

CONTENT
(essential information)

Date _____

Signature _____

Received by Career Support and Service Center

Date

Signature

Procedure for Submission and Examination of
RTU Students' Proposals and Complaints

Appendix 2

Issues for students' proposals and complaints and the units responsible for handling them

Issue	Responsible Unit	e-mail
Study process	Study Department	studijas@rtu.lv
Scholarships	Study Department	studijas@rtu.lv
Research	Office of Vice-rector for Research	zinatne@rtu.lv
Student hostels	Student Accommodation Department	svd@rtu.lv
Maintenance and service issues	Infrastructure Department	infrastruktura@rtu.lv
Sports	Sports Center	sports@rtu.lv
Culture	Culture Center	kultura@rtu.lv
Library	Scientific Library	biblioteka@rtu.lv
Foreign students related issues	International Cooperation and Foreign Students Department	studentsupport@rtu.lv
IT issues	IT Department	it@rtu.lv
Other queries	Career Support and Service Center	ssc@rtu.lv