

Process of Resolving Complaints and Handling Motions Submitted by Students At the Faculty of Veterinary Medicine and Animal Science

§1 PURPOSE

The purpose of this document is to define the rules applicable to the receipt and consideration of **complaints** and **motions** filed by first and second-cycle students, as well as the procedures for resolving **conflict situations** at the Faculty of Veterinary Medicine and Animal Science

§2 SCOPE

These procedures encompass the reporting of violations, negligence, and conflict situations that may arise during academic classes, and also regulate the internal rules for the efficient, transparent, and legally compliant operation of the system for considering complaints and motions.

§3 DEFINITIONS

For the purposes of these procedures, the following definitions are adopted:

- **Complaint** – a written grievance, the subject of which may include, in particular, instances of negligence or improper performance of duties by the competent organisational units, authorities, or employees of the FVAS within the scope of the educational process.
- **Motion** – a written postulate or notification of a problem, the subject of which may include, in particular, matters concerning the streamlining of the university's organisation of work, enhancing the quality of education, and better satisfying the needs of the academic community.
- **Conflict situation** – a conflict of a substantive or emotional nature, as well as an event or circumstance involving contradictions between the values, attitudes, or interests of participants in the educational process, impossible to resolve without the involvement of the Faculty or University authorities.
- **Register** – an organised list of complaints and motions maintained for the purpose of their recording and ensuring the proper course of the explanatory proceedings.

§4 ENTITLEMENTS AND RESPONSIBILITIES

- The year supervisor, course coordinator, **Vice-Dean for Student Affairs**, and Dean are responsible for resolving conflict situations. Motions at the FVAS are

considered by the Vice-Dean for Student Affairs and the Dean with respect to first- and second-cycle students.

- In the case of appeals against decisions made at the Faculty level, responsibility for considering conflict situations rests with the Vice-Rector for Student Affairs.
- A motion to initiate proceedings in a conflict situation may be filed by: a student or a group of students, the President of the Student Government, or another student organisation (p. 2). In the case of a collective motion (submitted by a specific group of students), the document is submitted by a designated group representative – e.g., the year representative (p. 2).
- Typical conflict situations covered by these procedures may occur between: students, students and academic teachers, diploma candidates and academic supervisors/promoters (p. 2).
- The Faculty of Veterinary Medicine and Animal Science ensures students the right to file complaints and motions, as well as to report conflict situations concerning the organisation and course of the educational process, administrative services, and other matters directly or indirectly related to them (p. 2).
- Students pursuing education at the Poznań University of Life Sciences are aware of their rights and obligations arising from the Act of 20 July 2018 – The Law on Higher Education and Science, as subsequently amended, as well as from internal legal acts issued pursuant thereto, including in particular the Study Regulations (p. 2).
- Complaints, motions, and reports concerning conflict situations are submitted in writing (at the Dean's office or via the email address - skargi.wwz@up.poznan.pl), along with detailed justification (p. 2). Anonymous submissions are not considered (p. 2). In case of doubt as to the content of the submission, the Vice-Dean for Student Affairs or the Dean has the right to summon the reporting person to clarify or supplement it, setting a deadline of 7 days for making the relevant changes (p. 2).
- Complaints, motions, and reports of conflict situations may be submitted in one of the following modes: via the year supervisor, course coordinator, representative of the student government, in person at the Dean's office, or directly via the email address (p. 2).

- Upon receipt of a report concerning a conflict situation, problem, or postulate, the Vice-Dean for Student Affairs or the Dean immediately undertakes explanatory actions (p. 2). These may include, among others, organising a meeting with the person filing the complaint or motion (individually or in a group), appointing a conflict mediator, or referring the matter to the disciplinary ombudsman – in accordance with the internal regulations of the University (p. 2).
- The Vice-Dean for Student Affairs, the Dean, or a designated mediator are obliged to conduct a thorough and exhaustive explanatory proceeding aimed at a reliable determination of the factual state (p. 2).
- After determining the course of events covered by the complaint, motion, or report of a conflict situation, the reporting person is informed in writing about the manner in which the matter was considered, within 14 days from the date of submission of the report (p. 2).
- In the event that the manner in which the matter is considered by the Vice-Dean for Student Affairs is unsatisfactory for the reporting party (student or group of persons), they have the right to lodge a written **appeal** with the Dean – as the second-instance body (p. 2). The Dean, as part of the appeal proceedings conducted, performs a renewed analysis of the submission, striving to resolve the matter in accordance with the principles specified in §5, item 5.7. of this document (p. 3).
- All reports of complaints, motions, and conflict situations, along with information on how they were considered, are subject to registration maintained in the Dean's office of the Faculty (p. 3).

§6 LEGAL BASIS

- Act of 20 July 2018 – The Law on Higher Education and Science (Journal of Laws of 2021, item 1668, as amended).
- Act of 14 June 1960 – Code of Administrative Procedure, Title VIII: Complaints and Motions (Journal of Laws of 2024, item 572).