

APPROVED

by Resolution No. 188-08 of the Senate of
the Lithuanian University of Health Sciences
of 27 February 2025

PROCEDURE FOR THE EXAMINATION OF DISPUTES BETWEEN STUDENTS AND THE UNIVERSITY ADMINISTRATION AND OTHER EMPLOYEES

CHAPTER I GENERAL PROVISIONS

1. The Procedure for the Examination of Disputes between Students and the Administration and Other Employees of the Lithuanian University of Health Sciences (hereinafter referred to as the “Procedure”) establishes the general rules for the examination of student complaints at the University, the procedure for examining student complaints by the Rector of the University or a person authorised by the Rector, and the procedure for the examination of disputes between students and the administration and other employees by the Dispute Examination Commission (hereinafter referred to as the “Dispute Examination Commission”), including the arrangements for preparing for the examination of disputes, the procedure for examining disputes and making decisions, and the implementation of decisions taken.
2. This Procedure has been adopted in accordance with the following legislation and regulatory instruments:
 - 2.1. the Law on Science and Studies of the Republic of Lithuania;
 - 2.2. the Statute of the Lithuanian University of Health Sciences.
3. For the purposes of this Procedure, the following terms shall have the meanings set out below:
 - 3.1. Appeals Commission – the appeals commission provided for in the Study Regulations approved by resolution of the University Senate (hereinafter referred to as the “Senate”);
 - 3.2. Dispute Resolution Bodies – the bodies referred to in Clause 5 of this Procedure and the Senate;
 - 3.3. Student complaint – a written statement, notification, request or complaint submitted by a student seeking the resolution of a dispute with the administration or other employees concerning an alleged infringement of the student’s rights and legitimate interests in matters relating to science and studies. For the purposes of this Procedure, the term “student” shall also include University auditors, to the extent appropriate having regard to the status of an auditor as defined in the Study Regulations and other internal University documents;
 - 3.4. Commission for the Examination of Assessment Ethics Violations – the Commission for the Examination of Assessment Ethics Violations provided for in the Study Regulations.
4. This Procedure shall not apply to:
 - 4.1. proposals, statements or requests submitted by students which do not concern an infringement of students’ rights or legitimate interests (i.e. matters which do not constitute legal disputes);
 - 4.2. other student complaints which do not concern their rights and legitimate interests in the field of science and studies, such as complaints of a personal nature;

- 4.3. student appeals concerning the assessment of study achievements and the recognition of study results, which shall be examined in accordance with the procedure established by the Study Regulations, except for student complaints referred to in Clause 7.4 of this Procedure.

CHAPTER II

GENERAL PROVISIONS ON THE EXAMINATION OF STUDENT COMPLAINTS

5. A student who considers that their rights or legitimate interests have been infringed shall have the right, at their discretion, to submit a complaint to:
 - 5.1. the Rector of the University or a person authorised by the Rector. The Rector of the University shall, by order, appoint persons authorised to examine student complaints;
 - 5.2. the Dispute Examination Commission. The functions, powers and operating procedures of the Dispute Examination Commission shall be governed by the Regulations of the University Dispute Examination Commission for Disputes with the Administration and Other Employees, approved by Senate Resolution No. 46-12 of 16 May 2014 (hereinafter referred to as the “Regulations of the Dispute Examination Commission”).
6. A student shall have the right to apply to the bodies referred to in Clause 5 of this Procedure for the resolution of disputes with the administration and other employees concerning the infringement of their rights and legitimate interests in matters relating to science and studies, except in cases provided for in the Study Regulations.
7. A student shall also have the right to apply to the Dispute Examination Commission in the following cases:
 - 7.1. where the student is dissatisfied with a decision taken by the Rector of the University or a person authorised by the Rector, or with a response to the student’s complaint provided by the head of another University unit;
 - 7.2. where the student has not received a response from the Rector of the University or a person authorised by the Rector within 15 calendar days from the date on which the student’s complaint was submitted;
 - 7.3. where the student is dissatisfied with a decision taken by the Rector of the University or the Dean of a University faculty concerning the imposition of a disciplinary sanction or the granting of an incentive;
 - 7.4. in respect of procedural irregularities in the examination of student appeals by the Appeals Commission;
 - 7.5. in respect of procedural irregularities in the examination of alleged assessment ethics violations by the Commission for the Examination of Assessment Ethics Violations;
 - 7.6. where the student is dissatisfied with a decision taken by the Rector of the University or a person authorised by the Rector refusing to examine the student’s complaint.
8. A student shall have the right to apply to the bodies referred to in Clause 5 of this Procedure:
 - 8.1. within 10 working days from the date on which the student became aware of the infringement of their rights and legitimate interests established by law;
 - 8.2. in the case referred to in Clause 7.1 of this Procedure, within 10 working days from the date of receipt of the decision of the Rector of the University or a person authorised by the Rector concerning the student’s complaint;

- 8.3. in the case referred to in Clause 7.2 of this Procedure, within 10 working days from the last day on which the student should have received the decision of the Rector of the University or a person authorised by the Rector concerning the student's complaint;
- 8.4. in the case referred to in Clause 7.3 of this Procedure, within 10 working days from the date of receipt of the decision of the Rector of the University or the Dean of a University faculty;
- 8.5. in the case referred to in Clause 7.4 of this Procedure, within 10 working days from the date of receipt of the decision of the Appeals Commission;
- 8.6. in the case referred to in Clause 7.5 of this Procedure, within 10 working days from the date of receipt of the decision of the Commission for the Examination of Assessment Ethics Violations;
- 8.7. in the case referred to in Clause 7.6 of this Procedure, within 10 working days from the date of receipt of the decision refusing to examine the student's complaint.
9. The time limits specified in Clause 8 of this Procedure may be reinstated where a student applies for the reinstatement of an expired time limit to the relevant body referred to in Clause 5 of this Procedure, i.e. the body to which the student is submitting the complaint. The application shall include evidence or documents substantiating the reasons for which the time limit was missed. The student's complaint shall be submitted together with the application for reinstatement of the expired time limit.
10. The time limits specified in Clause 8 of this Procedure may be reinstated only where they were missed for good cause. The following shall not, as a rule, be considered good cause:
 - 10.1. lack of knowledge of the legislation and other regulatory instruments governing the activities of the University;
 - 10.2. the student's workload or other commitments;
 - 10.3. the student's holiday.
11. The bodies referred to in Clause 5 of this Procedure shall examine an application for the reinstatement of a time limit within 3 working days.
12. A student may apply to the Rector of the University or a person authorised by the Rector, or to the Dispute Examination Commission, only in writing.
13. A student may submit a written complaint in the following ways:
 - 13.1. by electronic means, by sending a scanned copy of the complaint or a complaint signed with a qualified electronic signature (in PDF or ADOC format) to the general email address of the University or the email address of the Secretary of the Dispute Examination Commission;
 - 13.2. by using the University's Study Information System (LSMUSIS).
14. A student's written complaint shall contain:
 - 14.1. the name of the appropriate body to which the complaint is addressed;
 - 14.2. the date of submission;
 - 14.3. the student's first name, surname and signature (except where the complaint is submitted in accordance with Clause 13.2 of this Procedure), faculty, study programme, year of study and contact details (address, email address and telephone number);
 - 14.4. a detailed statement setting out how the student's rights or legitimate interests have been infringed;
 - 14.5. a clearly formulated request or remedy sought by the student;
 - 14.6. a list of copies of the documents supporting the claims made in the student's complaint.

15. Copies of the documents supporting the student's written complaint shall be attached to the complaint (where the complaint is submitted electronically, electronic copies shall be provided).
16. The requirements set out in Clauses 12–15 of this Procedure shall also apply to an application for the reinstatement of a time limit.
17. The bodies referred to in Clause 5 of this Procedure shall have the right to refuse to examine a student's complaint where:
 - 17.1. the matters raised in the student's complaint fall outside the competence of the bodies referred to in Clause 5 of this Procedure;
 - 17.2. the same student complaint (i.e. the same claims based on the same grounds) is being examined by another body referred to in Clause 5 of this Procedure or by a court;
 - 17.3. the same student complaint (i.e. the same claims based on the same grounds) has already been examined by a body referred to in Clause 5 of this Procedure, except in the cases specified in Clauses 7.1, 7.2 and 7.4 of this Procedure;
 - 17.4. the student's first name and surname are not provided in the complaint, and it is not possible to establish the student's identity from the information provided;
 - 17.5. the student's complaint was submitted after the expiry of the time limit prescribed by this Procedure and no application for reinstatement of the time limit has been submitted, or the application for reinstatement has been refused.
18. A decision on whether to refuse to examine a student's complaint shall be made within 5 working days from the date of submission of the complaint. Where the complaint is addressed to the Rector of the University or a person authorised by the Rector, the decision to refuse to examine the complaint shall be made by the Rector of the University or the person authorised by the Rector. Where the complaint is addressed to the Dispute Examination Commission, the decision shall be made by the Chair of the Dispute Examination Commission. The student who submitted the complaint shall be notified of a decision refusing to examine the complaint by email to the address specified in the complaint no later than 1 working day from the date on which the decision was made. A decision refusing to examine a complaint may be challenged within 10 working days of its receipt. Where the decision was made by the Rector of the University or a person authorised by the Rector, it may be challenged before the Dispute Examination Commission. Where the decision was made by the Chair of the Dispute Examination Commission, it may be challenged before the Senate.
19. A student's complaint shall be examined within no more than 15 calendar days from the date of its receipt by the University. The time limit for examining a student's complaint may be extended only for good cause and only by a reasoned decision of the body examining the complaint, for a period not exceeding 10 working days. The decision of the body examining the student's complaint shall be made in writing and sent to the student by email to the address specified in the complaint no later than the next working day following the date on which the decision was made.
20. A student shall have the right to withdraw their complaint in writing before it is accepted for examination. A student shall also have the right to withdraw their complaint in writing at any stage of the examination process before a decision is made by the Rector or a person authorised by the Rector, the Dispute Examination Commission or the Senate.

CHAPTER III

PROCEDURE FOR THE CONSIDERATION OF A STUDENT COMPLAINT WHERE THE COMPLAINT IS CONSIDERED BY THE RECTOR OR A PERSON AUTHORISED BY THE RECTOR

21. A student complaint shall be submitted in writing to the Rector of the University or a person authorised by the Rector. The complaint shall be submitted in accordance with the procedure laid down in Clauses 12–15 of this Procedure.
22. A student complaint shall be considered in writing. In preparing to consider the complaint, the Rector of the University or a person authorised by the Rector shall have the right to request any additional information deemed necessary from the student who submitted the complaint, the University's structural units or its employees.
23. Following consideration of the student complaint, the decision made by the Rector of the University or a person authorised by the Rector shall be formally recorded: in the case of a decision made by the Rector, by means of an order; and in the case of a decision made by an authorised person, in the form ordinarily used to formalise decisions made by that person.
24. The decision made by the Rector of the University or a person authorised by the Rector shall be sent to the student, no later than on the next working day, to the email address specified in the student's complaint.

CHAPTER IV

PROCEDURE FOR THE CONSIDERATION OF A STUDENT COMPLAINT BY THE DISPUTE RESOLUTION COMMITTEE

SECTION 1

PREPARATION FOR THE CONSIDERATION OF DISPUTES BY THE DISPUTE RESOLUTION COMMITTEE

25. Where a student complaint is submitted to the Dispute Resolution Committee, all student complaints submitted by any of the means specified in Clause 13 of this Procedure shall be promptly forwarded to a member of the University staff appointed by the Rector of the University and responsible for the administrative support of the Dispute Resolution Committee (hereinafter referred to as the Secretary of the Dispute Resolution Committee). The Secretary of the Dispute Resolution Committee shall perform the functions assigned to them under this Procedure and the Regulations of the Dispute Resolution Committee.
26. Upon receipt of a student complaint, the Secretary of the Dispute Resolution Committee shall:
 - 26.1. register the student complaint received no later than within one working day of its receipt, specifying the date on which the complaint was received by the University, the person who submitted the complaint and a brief description of the substance of the complaint;
 - 26.2. notify the Chair and members of the Dispute Resolution Committee of the student complaint received no later than within one working day of its receipt.
27. Where any of the grounds for recusal specified in Clause 8.1 of the Regulations of the Dispute Resolution Committee exist, the Chair or any other member of the Dispute Resolution Committee shall, upon receipt of the student complaint, notify the Secretary of the Dispute Resolution Committee electronically of their recusal no later than within one working day.

Upon receiving a notification of recusal from a member or members of the Dispute Resolution Committee, the Secretary of the Dispute Resolution Committee shall inform the Chair of the Dispute Resolution Committee accordingly. Where more than three members of the Dispute Resolution Committee recuse themselves, consideration of the student complaint shall be referred to the Senate. The Senate shall consider the student complaint in accordance with the procedure laid down in the Senate Rules of Procedure.

28. In accordance with the Regulations of the Dispute Resolution Committee, when preparing to consider a student complaint at a meeting of the Dispute Resolution Committee, the Dispute Resolution Committee shall have the right to:
 - 28.1. request any additional information necessary from the student who submitted the complaint, as well as from the University's structural units and employees. The Dispute Resolution Committee shall also have the right to seek an opinion from the University's Legal Service on matters relating to the resolution of the dispute. The need for additional information shall be determined by the Chair of the Dispute Resolution Committee upon receipt of the student complaint. The matter of whether additional information is required shall be resolved within a reasonable period to ensure that the dispute is considered within the prescribed time limit. Where the Chair of the Dispute Resolution Committee determines that additional information is required, the Chair shall instruct the Secretary of the Dispute Resolution Committee to forward the relevant requests and/or requirements for the provision of information to the persons concerned and shall specify the deadlines for submitting such information. The information shall be submitted to the Secretary of the Dispute Resolution Committee in writing or electronically no later than the deadline set by the Chair of the Dispute Resolution Committee.
 - 28.2. invite such University employees to attend a meeting of the Dispute Resolution Committee as may be required to provide relevant information or explanations concerning matters related to the student complaint and the circumstances set out therein. The need to invite a particular University employee to the meeting shall be determined by the Chair of the Dispute Resolution Committee. University employees invited to attend a meeting of the Dispute Resolution Committee shall be notified as early as practicable, but no later than two working days before the date of the meeting. University employees invited to attend the meeting shall be required to attend, unless such attendance is not possible for compelling reasons. The invitation to attend the meeting, specifying the date and time of the meeting of the Dispute Resolution Committee, shall be sent by the Secretary of the Dispute Resolution Committee.

SECTION 2

PROCEDURE FOR THE CONSIDERATION OF A DISPUTE AT A MEETING OF THE DISPUTE RESOLUTION COMMITTEE

29. A student complaint shall ordinarily be considered at an oral hearing of the Dispute Resolution Committee. Where technically feasible, an oral hearing of the Dispute Resolution Committee may also be conducted by videoconference or other electronic means. Where necessary, and subject to the time limits specified in Clause 19 of this Procedure, the same student complaint may be considered at more than one meeting of the Dispute Resolution Committee.

30. A student complaint shall be considered in writing only in the following exceptional circumstances:
 - 30.1. where it is apparent from the circumstances set out in the student complaint and from other documents that an oral consideration of the complaint is not necessary;
 - 30.2. where this is necessary to ensure that the complaint is considered within the time limits prescribed by this Procedure;
 - 30.3. at the student's request.
31. A student complaint may also be considered in writing where the meeting of the Dispute Resolution Committee is conducted electronically in accordance with the procedure laid down in the Regulations of the Dispute Resolution Committee.
32. Meetings of the Dispute Resolution Committee shall be convened, and the persons attending shall be notified of the meeting, in accordance with the procedure laid down in the Regulations of the Dispute Resolution Committee. Meetings of the Dispute Resolution Committee shall be open to the public, except where the student whose complaint is being considered or the person whose acts and/or omissions are the subject of the complaint requests that the meeting be held in private, and the Dispute Resolution Committee determines that there are sufficient grounds for considering the student complaint in a private meeting. Where a meeting of the Dispute Resolution Committee is held in private, the members of the Dispute Resolution Committee, its Secretary and the persons attending the meeting shall be prohibited from disclosing the views expressed during the meeting or the voting results of individual members of the Dispute Resolution Committee.
33. The following persons shall be invited to a meeting of the Dispute Resolution Committee at which a student complaint is considered orally:
 - 33.1. the student whose complaint is being considered;
 - 33.2. the person whose acts and/or omissions are the subject of the student's complaint to the Dispute Resolution Committee;
 - 33.3. where necessary, a University employee, to provide the required information or explanations;
 - 33.4. any other persons where the Dispute Resolution Committee or its Chair determines that their participation is necessary for the consideration of the dispute.
34. The failure of any of the persons referred to in Clause 33 to attend the meeting shall not prevent the student complaint from being considered at the meeting.
35. Where a member of the Dispute Resolution Committee is unable to attend a meeting, they shall notify the Chair of the Dispute Resolution Committee electronically no later than one working day before the scheduled date of the meeting. Where a member of the Dispute Resolution Committee is unable to attend the meeting, they shall be entitled to submit their views on the student complaint in writing and clearly indicate how they vote on the complaint in accordance with the decisions of the Dispute Resolution Committee specified in Clause 40 of this Procedure. The member of the Dispute Resolution Committee shall submit their views on the student complaint to the Chair or the Secretary of the Dispute Resolution Committee.
36. Where a student complaint is considered orally, the meeting of the Dispute Resolution Committee shall be conducted as follows:
 - 36.1. the Chair of the Dispute Resolution Committee shall open the meeting, state the composition of the Dispute Resolution Committee, identify the Secretary of the meeting, announce which student complaint is being considered, establish the identity of the

persons present and ask the participants whether they have any grounds for requesting the recusal of any member of the Dispute Resolution Committee on the grounds specified in Clause 8.1 of the Regulations of the Dispute Resolution Committee. Any requests for recusal shall be considered immediately at the meeting of the Dispute Resolution Committee;

- 36.2. the Chair of the Dispute Resolution Committee shall inform the participants of the substance of the student complaint and shall first give the student an opportunity to speak, followed by the person whose acts and/or omissions are the subject of the student complaint. Questions shall then be put to these persons. They may put questions to each other, after which the other persons attending the meeting shall be given an opportunity to speak. If, following these statements, the student or the person whose acts and/or omissions are the subject of the student complaint wishes to make further representations, they shall be given an opportunity to do so;
- 36.3. the Chair of the Dispute Resolution Committee shall declare the consideration of the student complaint closed, following which the Dispute Resolution Committee shall deliberate and make its decision separately from the persons attending the meeting, in accordance with the procedure laid down in the Regulations of the Dispute Resolution Committee. Having made its decision, the Dispute Resolution Committee shall announce it at the meeting, briefly stating to the persons present the reasons for the decision and the time limit within which the student may appeal the decision of the Dispute Resolution Committee to the Senate.
37. Where necessary, the Chair of the Dispute Resolution Committee may adjourn the meeting.
38. A separate set of minutes shall be drawn up for each meeting at which a student complaint is considered. The minutes of meetings of the Dispute Resolution Committee shall be drawn up by the Secretary of the Dispute Resolution Committee in accordance with the template set out in the Annex to this Procedure.
39. The minutes shall record:
 - 39.1. the date and place of the meeting;
 - 39.2. the composition of the Dispute Resolution Committee;
 - 39.3. the time at which the meeting commenced and concluded;
 - 39.4. the substance of the student complaint (dispute), including the person who submitted the complaint and the person whose acts and/or omissions are the subject of the complaint;
 - 39.5. the persons attending the meeting;
 - 39.6. any requests for recusal made by the participants;
 - 39.7. a summary of the statements made by the participants;
 - 39.8. the views of members of the Dispute Resolution Committee who voted in writing on the student complaint;
 - 39.9. the decision of the Dispute Resolution Committee on the student complaint, together with a brief statement of the reasons for the decision.
40. Following consideration of a student complaint, the Dispute Resolution Committee may make one of the following decisions:
 - 40.1. uphold the claim made in the student complaint;
 - 40.2. uphold the claim made in the student complaint in part;
 - 40.3. reject the claim made in the student complaint.

41. The minutes of the meeting of the Dispute Resolution Committee shall be signed by the Chair and the Secretary of the Dispute Resolution Committee.
42. Decisions adopted by the Dispute Resolution Committee shall be formalised by an order of the Rector of the University. The minutes of the meeting of the Dispute Resolution Committee, together with the draft order of the Rector of the University formalising the decision of the Dispute Resolution Committee, shall be submitted to the Rector of the University no later than within two working days of the meeting of the Dispute Resolution Committee. The draft order of the Rector of the University shall be endorsed by the Chair and the Secretary of the Dispute Resolution Committee. A copy of the decision of the Dispute Resolution Committee formalised by the order of the Rector of the University shall be sent electronically by the Secretary of the Dispute Resolution Committee to the student, at the email address specified in the student's complaint, no later than within one working day of the order of the Rector of the University being signed.

SECTION 3

APPEAL AGAINST A DECISION OF THE DISPUTE RESOLUTION COMMITTEE TO THE SENATE

43. A student who is dissatisfied with a decision of the Dispute Resolution Committee shall have the right to appeal against that decision to the Senate within 10 working days of receiving a copy of the decision of the Dispute Resolution Committee formalised by an order of the Rector of the University. The Senate shall consider the student's appeal in accordance with the procedure laid down in the Senate Rules of Procedure, by way of written proceedings, and shall decide no later than at the second regular meeting of the Senate following receipt of the appeal.
44. The Senate shall consider the student's appeal solely about the application of the University's legal acts and shall not reopen the examination of the factual circumstances of the case.
45. A decision of the Senate on a student complaint shall be final within the University. The student shall be notified of the decision of the Senate at the email address specified in the student's complaint no later than within three working days of the date on which the decision was adopted.

CHAPTER V

IMPLEMENTATION OF DECISIONS OF BODIES RESPONSIBLE FOR THE CONSIDERATION OF DISPUTES

46. The Rector of the University shall be responsible for ensuring the implementation of a decision adopted by a body responsible for the consideration of disputes. The Rector of the University shall take the necessary measures and appoint the persons responsible to ensure the effective implementation of the decision adopted by the body responsible for the consideration of disputes.