

APPROVED

by Resolution No. 46-12 of the Senate of the
Lithuanian University of Health Sciences
dated 16 May 2014

**REGULATIONS OF THE COMMISSION FOR THE CONSIDERATION OF DISPUTES
BETWEEN STUDENTS AND THE ADMINISTRATION AND OTHER EMPLOYEES OF
THE LITHUANIAN UNIVERSITY OF HEALTH SCIENCES**

**CHAPTER I
GENERAL PROVISIONS**

1. The Regulations of the Commission for the Consideration of Disputes between Students and the Administration and Other Employees of the Lithuanian University of Health Sciences (hereinafter referred to as the University) (hereinafter referred to as the Dispute Resolution Committee) (hereinafter referred to as the Regulations) establish the functions, rights and duties of the Dispute Resolution Committee, the rights and duties of its members, and the procedure for organising the work of the Dispute Resolution Committee.
2. These Regulations have been adopted in accordance with the following legal acts:
 - 2.1. the Law of the Republic of Lithuania on Science and Studies;
 - 2.2. the Statute of the Lithuanian University of Health Sciences.
3. The following terms shall have the meanings set out below for the purposes of these Regulations:
 - 3.1. Student complaint means a student's statement, request or complaint concerning the resolution of a dispute with the administration or other employees arising from an alleged infringement of the student's rights and legitimate interests in connection with the University's education, research and study activities;
 - 3.2. Member of the Dispute Resolution Committee also includes the Chair of the Dispute Resolution Committee, unless otherwise expressly provided for in these Regulations.

**CHAPTER II
FUNCTIONS, RIGHTS AND DUTIES OF THE DISPUTE RESOLUTION COMMITTEE
AND THE RIGHTS AND DUTIES OF ITS MEMBERS**

4. The Dispute Resolution Committee shall consider student complaints as provided for in the Procedure for the Consideration of Disputes between Students and the Administration and Other Employees of the Lithuanian University of Health Sciences, approved by Resolution No. 46-13 of the Senate of the University dated 16 May 2014 (hereinafter referred to as the Dispute Resolution Procedure).
5. The Dispute Resolution Committee shall have the right to:
 - 5.1. when preparing for a meeting of the Dispute Resolution Committee, request additional information from the student who submitted the complaint where such information is necessary for the consideration of the student complaint;
 - 5.2. obtain from University departments and employees all information relating to the consideration of the student complaint and necessary for the resolution of the dispute;

- 5.3. obtain an opinion from the University Legal Service (hereinafter referred to as the Legal Service) on matters relating to the consideration of the student complaint;
 - 5.4. invite University employees to attend meetings of the Dispute Resolution Committee to provide information and/or explanations;
 - 5.5. exercise any other rights provided for in these Regulations and the Dispute Resolution Procedure.
6. The Dispute Resolution Committee shall:
 - 6.1. consider student complaints objectively and impartially;
 - 6.2. respect the rights of persons attending its meetings and observe the principle of equality of the parties to the dispute;
 - 6.3. consider student complaints in accordance with the principles of procedural efficiency and cooperation;
 - 6.4. perform any other duties provided for in these Regulations and the Dispute Resolution Procedure;
 - 6.5. make reasonable efforts, where possible having regard to the circumstances, to facilitate an amicable settlement between the parties.
7. A member of the Dispute Resolution Committee shall have the right to:
 - 7.1. when considering a student complaint at a meeting of the Dispute Resolution Committee, ask questions and request explanations;
 - 7.2. where unable to attend a meeting of the Dispute Resolution Committee, submit their views on the student complaint in writing;
 - 7.3. exercise any other rights provided for in these Regulations and the Dispute Resolution Procedure.
8. A member of the Dispute Resolution Committee shall:
 - 8.1. recuse themselves from consideration of a student complaint where any of the following circumstances applies:
 - 8.1.1. they are one of the parties to the student complaint being considered by the Dispute Resolution Committee;
 - 8.1.2. they are related to any of the parties to the student complaint being considered by the Dispute Resolution Committee by blood or marriage. For the purposes of these Regulations, blood relationship means a relationship between persons descended from one another or from a common ancestor. Relationship by marriage means the relationship between one spouse and the relatives of the other spouse, as well as between the relatives of both spouses;
 - 8.1.3. they are related to any of the parties to the student complaint being considered by the Dispute Resolution Committee by marriage or guardianship;
 - 8.1.4. they, their spouse (cohabiting partner) or close relatives have a direct or indirect interest in the outcome of the dispute. For the purposes of these Regulations, close relatives mean parents and children, grandparents and grandchildren, and brothers and sisters;
 - 8.1.5. there are any other circumstances that give rise to doubts as to the impartiality of the member of the Dispute Resolution Committee;
 - 8.2. attend meetings of the Dispute Resolution Committee, except where prevented by compelling reasons, of which the member shall notify the Chair of the Dispute Resolution Committee;

- 8.3. vote at meetings of the Dispute Resolution Committee when deciding on a student complaint;
- 8.4. maintain the confidentiality of information obtained while performing their duties as a member of the Dispute Resolution Committee;
- 8.5. perform any other duties provided for in these Regulations and the Dispute Resolution Procedure.

CHAPTER III

COMPOSITION OF THE DISPUTE RESOLUTION COMMITTEE

9. The Dispute Resolution Committee shall consist of six members: three members nominated by the University Rectorate from among the University's administrative staff and three members appointed by the University Students' Representation. The Dispute Resolution Committee shall be established by an order of the Rector of the University for a term of two years.
10. Where a member of the Dispute Resolution Committee is unable to perform their duties as a member of the Committee, they shall be replaced in the same way they were appointed. The new member of the Dispute Resolution Committee shall be appointed for the remainder of the Committee's term of office. If, during the term of office of the Dispute Resolution Committee, more than half of its members are replaced, the members of the Dispute Resolution Committee shall be appointed anew, and a new term of office shall commence.
11. For the duration of the Committee's term of office, the members of the Dispute Resolution Committee shall elect from among themselves a Chair and a Deputy Chair. The Chair of the Dispute Resolution Committee shall be elected in accordance with the procedure laid down in these Regulations. When electing the Chair of the Dispute Resolution Committee, the meeting shall be chaired by a member of the Dispute Resolution Committee elected by the members for that meeting to act as Chair of the meeting.
12. The Chair of the Dispute Resolution Committee shall:
 - 12.1. determine the agenda, venue and time of meetings of the Dispute Resolution Committee;
 - 12.2. chair meetings of the Dispute Resolution Committee;
 - 12.3. organise the work of the Dispute Resolution Committee and be responsible for its activities;
 - 12.4. determine whether additional information should be requested from the student who submitted the complaint;
 - 12.5. determine whether information necessary for the consideration of a student complaint should be requested from University departments and employees;
 - 12.6. determine whether to refer a matter to the Legal Service for an opinion on matters arising while considering the complaint;
 - 12.7. perform any other functions provided for in the Dispute Resolution Procedure.
13. In the absence of the Chair of the Dispute Resolution Committee, all the Chair's functions shall be performed by the Deputy Chair of the Dispute Resolution Committee.

CHAPTER IV

ORGANISATION OF THE WORK OF THE DISPUTE RESOLUTION COMMITTEE

14. The work of the Dispute Resolution Committee shall be conducted through meetings. A student complaint shall ordinarily be considered at an oral meeting of the Dispute Resolution Committee. Where technically feasible, an oral meeting of the Dispute Resolution Committee may also be conducted by videoconference or other electronic means. Where a meeting of the Dispute Resolution Committee is conducted by videoconference or other electronic means, all members of the Committee shall be provided with the opportunity to participate in the meeting.
15. A student complaint shall be considered in writing, i.e. without inviting the parties to the dispute or any other persons to attend the meeting, only in the following exceptional circumstances:
 - 15.1. where it is apparent from the circumstances set out in the student complaint and from other documents that an oral consideration of the student complaint is not necessary;
 - 15.2. where this is necessary to ensure that the complaint is considered within the time limits prescribed by the Dispute Resolution Procedure;
 - 15.3. at the student's request.
16. A student complaint may also be considered in writing where the meeting of the Dispute Resolution Committee is conducted electronically. In such a case, each member of the Dispute Resolution Committee shall, no later than one working day before the date of the meeting, submit to the Chair of the Dispute Resolution Committee or to the Secretary acting pursuant to these Regulations and the Dispute Resolution Procedure their written opinion on the student complaint under consideration, clearly indicating how they vote on the complaint, taking into account the decisions of the Dispute Resolution Committee specified in Clause 39 of the Dispute Resolution Procedure.
17. More than one student complaint may be considered at a meeting of the Dispute Resolution Committee; however, consideration of another student complaint may not commence until a decision has been made on the student complaint already under consideration. Where necessary, and subject to the time limits specified in the Dispute Resolution Procedure, the same student complaint may be considered at more than one meeting of the Dispute Resolution Committee.
18. A Secretary of the Dispute Resolution Committee shall be appointed by order of the Rector of the University to provide administrative and technical support for the activities of the Dispute Resolution Committee. The Secretary of the Dispute Resolution Committee shall not be a member of the Committee. The Secretary of the Dispute Resolution Committee shall attend meetings of the Committee. Where the Secretary is unable to attend a meeting, another person performing the Secretary's functions shall attend the meeting.
19. The Secretary of the Dispute Resolution Committee shall:
 - 19.1. register student complaints received by the Dispute Resolution Committee;
 - 19.2. notify the Chair and members of the Dispute Resolution Committee of any student complaint received;
 - 19.3. agree the venue and time of meetings with the Chair of the Dispute Resolution Committee;
 - 19.4. prepare the agenda for meetings of the Dispute Resolution Committee in consultation with the Chair;

- 19.5. invite members of the Dispute Resolution Committee to meetings, providing them with the agenda, venue and time agreed with the Chair, together with the materials relating to the meeting;
 - 19.6. at the direction of the Chair of the Dispute Resolution Committee, contact the relevant persons to obtain information necessary for the consideration of the complaint;
 - 19.7. perform any other functions provided for in these Regulations and the Dispute Resolution Procedure.
20. A meeting of the Dispute Resolution Committee shall be quorate where at least two-thirds of the members of the Dispute Resolution Committee are present. If a meeting of the Dispute Resolution Committee cannot take place due to the lack of a quorum, the date of the next meeting shall be determined at the meeting that could not take place. The next meeting of the Dispute Resolution Committee shall be convened as soon as reasonably practicable to ensure that the student complaint is considered within the time limits prescribed by the Dispute Resolution Procedure. Persons who attended the meeting that could not take place shall be notified of the next meeting immediately, while persons who were absent shall be notified by email.
 21. The Secretary of the Dispute Resolution Committee shall invite members to meetings by email, specifying the agenda, venue and time of the meeting and providing the members with the relevant meeting materials. Invitations to meetings, together with all materials to be considered at the meeting, shall be sent to the members of the Dispute Resolution Committee no later than two working days before the meeting.
 22. Decisions of the Dispute Resolution Committee shall be adopted by a majority of the votes of the members present at the meeting. Where the votes of the members of the Dispute Resolution Committee are equally divided, the Chair of the Dispute Resolution Committee shall have the casting vote (or, in the absence of the Chair, the Chair of the meeting of the Dispute Resolution Committee). In determining the outcome of the vote, account shall also be taken of the votes of members of the Dispute Resolution Committee who are absent from the meeting but have submitted their views in writing.

CHAPTER V

FINAL PROVISIONS

23. The Rector of the University shall ensure the organisational conditions necessary for the effective operation of the Dispute Resolution Committee. The Rector of the University shall ensure that adequate funding is provided for the proper functioning of the Dispute Resolution Committee and that the Committee's meetings may be held in suitable University premises.