

APPROVED

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

PROCEDURE FOR THE INVESTIGATION OF DISPUTES BETWEEN STUDENTS OF THE LITHUANIAN UNIVERSITY OF HEALTH SCIENCES AND OTHER EMPLOYEES

CHAPTER I GENERAL PROVISIONS

1. The procedure for the investigation of disputes between students of the Lithuanian University of Health Sciences (hereinafter referred to as the University) and other employees (hereinafter referred to as the Procedure) establishes general rules for the investigation of student complaints at the University, the procedure for the investigation of student complaints when complaints are handled by the Rector of the University or a person authorised by him, the procedure for the resolution of student complaints between students and the administration and other staff in the Committee (hereinafter referred to as the Student Dispute Committee), i.e., the procedure for the preparation of disputes, the procedure for the resolution of disputes and the procedure for the resolution of disputes and decision-making, as well as the rules for the implementation of the decisions adopted.

2. The procedure was adopted in accordance with the following legislation:

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. The following terms are used in this document:

3.1. Appeals Committee – means the committee established by the Resolution of the Senate of the University (hereinafter referred to as the Senate and Study Regulation respectively);

3.2. Dispute Resolution Entities – means the entities referred to in paragraph 5 of this Procedure and the Senate;

3.3. Student's complaint – written statements, reports, requests or complaints of students regarding the violation of students' rights and legitimate interests related to research and study activities by administration and other employees. The term used in this Procedure – Student shall include university listeners to the extent appropriate in accordance with the listener's status defined in the study Regulation and other internal documents;

3.4. Ethics Violations Assessment Committee – the Committee for assessment of Ethics Violations provided for in the study Regulation.

4. This Procedure shall not apply in the following cases:

4.1. student proposals, applications or requests that are not related to a violation of students' rights or legitimate interests (which are not disputes of a legal nature);

4.2. other student complaints that are not related to their rights and legitimate interests in science and studies, such as student complaints of a personal nature, etc.;

4.3. Appeals by students regarding the assessment of the achievements of studies and the crediting of the results of studies, which are examined in accordance with the procedure provided for in the Study Regulation, except for complaints by students provided for in paragraph 7.4 of this Procedure.

CHAPTER 2

GENERAL PROVISIONS FOR THE HANDLING OF STUDENT COMPLAINTS

5. A student who considers that their rights or legitimate interests are violated has the right to selectively apply to:

5.1. The Rector of the University or his authorised person. The Rector of the University shall appoint authorised persons to investigate the student's complaint by his order;

5.2. The Student Dispute Committee. The functions, rights and procedures of the Student Dispute Committee shall be established by the Senate Resolution No. 46-12 of 16 May 14. The Regulations of the University Committee for the Resolution of Disputes with Administration and other employees (hereinafter referred to as the Rules of the Student Dispute Committee).

6. The student shall have the right to apply to the entities referred to in paragraph 5 of this Procedure for the resolution of their disputes regarding the violation of their rights and legitimate interests related to research and study activities by administration and other employees, except in cases provided for in the Study Regulation.

7. The student has the right to apply to the Student Dispute Committee in the following cases:

7.1. if they are dissatisfied with the decision made by the Rector of the University or his authorised person, the response of the heads of other departments of the University to the student's complaint;

7.2. if a response to the submitted complaint has not been received from the Rector of the University or his authorised person within 15 calendar days from the date of filing the student's complaint;

7.3. if they are dissatisfied with the decision of the Rector of the University or the Dean of the Faculty of the University regarding the imposition of a disciplinary penalty or incentive;

7.4. regarding procedural violations in the examination of student appeals by the Appeals Committee;

7.5. regarding procedural violations in the examination of student assessment ethics violations by the Ethics Assessment Violation Committee;

7.6. if they are dissatisfied with the decision of the Rector of the University or his authorised person to refuse to examine the student's complaint;

8. The student shall have the right to apply to the entities referred to in paragraph 5 of this Procedure:

8.1. within 10 working days of becoming aware of a violation of their rights and legitimate interests provided for in the legislation;

8.2. in the case provided for in paragraph 7.1 of this Procedure, within 10 working days from the date of receipt of the decision of the Rector of the University or the person authorised by him regarding the student's complaint;

8.3. in the case provided for in paragraph 7.2 of this Procedure, within 10 working days from the last day on which the decision of the Rector of the University or the person authorised by him regarding the student's complaint was to be received;

8.4. in the case provided for in paragraph 7.3 of this Procedure, within 10 working days of receipt of the decision of the Rector of the University or the Dean of the Faculty of the University;

8.5. in the case provided for in paragraph 7.4 of this Procedure, within 10 working days of receipt of the decision of the Appeals Committee;

8.6. in the case provided for in paragraph 7.5 of this Procedure, within 10 working days from the date of receipt of the decision of the Ethics Assessment Violation Committee;

8.7. in the case provided for in paragraph 7.6 of this Procedure, within 10 working days from the date of receipt of the decision to refuse to examine the student's complaint;

9. The time limits specified in paragraph 8 of this Procedure may be renewed upon submission by the student of a request for the missed time-limit renewal to the entities referred to in paragraph 5 of this Procedure (the entity addressed by the student). The request shall contain the data or documents supporting the reasons for the missing of the time limit. A complaint by the student is submitted together with the request to renew the missed time period.

10. The time limits referred to in paragraph 8 of this Procedure may be renewed only if they have been missed for important reasons. As a rule, the following are not considered to be important reasons:

10.1. lack of knowledge of the legislation governing the activities of the University;

10.2. student's engagements;

10.3. student's vacation;

11. The entities referred to in paragraph 5 of this Procedure must examine the application for renewal within 3 working days.

12. A student may apply to the Rector of the University, or the person authorised by him and to the Student Dispute Committee only in written form.

13. The student has the right to submit a written complaint in the following ways:

13.1. by electronic means (by sending a scanned version of the complaint or a complaint signed with a qualified e-signature (.pdf or .adoc format) to the general e-mail address of the University or the Secretary of the Student Dispute Committee;

13.2. using the University study information System (LSMUSIS).

14. The student's written complaint must include:

14.1. the name of the appropriate entity to which the student's complaint is addressed;

14.2. date of application;

14.3. student's name, surname, signature (except for applying by the means stated in paragraph 13.2 of this Procedure), faculty, study programme, course, contact information (address, e-mail address, telephone number);

14.4. the student's detailed position on the violation of their rights or legitimate interests;

14.5. a clearly stated student request;

14.6. a list of copies of documents supporting the requests laid down in the student's complaint;

15. Copies of the supporting documents must be attached to the written complaint of the student (electronic copies of the supporting documents must be submitted when applying electronically).

16. The rules referred to in paragraphs 12 to 15 of this Procedure shall also apply to the student's application for the renewal of the time limits.

17. The entities referred to in paragraph 5 of this Procedure shall have the right to refuse to examine the student's complaint if:

17.1. the requirements in the student's complaint do not fall within the competence of the entities referred to in paragraph 5 of this Procedure;

17.2. if the same student's complaint (same claims on the same basis) is heard by another entity or court referred to in paragraph 5 of this Procedure;

17.3. if the same complaint of the student (the same claims on the same basis) has already been examined by the entities referred to in paragraph 5 of this Procedure, except in cases specified in paragraphs 7.1, 7.2 and 7.4 of the Procedure;

17.4. the student's complaint does not specify the student's name, and it is not possible to identify the student from the complaint;

17.5 if the student's complaint is submitted after the deadline for submitting a student complaint set out in these Procedures and no renewal is requested or renewal has been refused.

18. The matter of refusal to examine the student's complaint must be resolved within 5 working days from the date of submission of the complaint. The matter of refusal to examine the student's complaint in the event that the complaint was addressed to the Rector of the University or to a person authorised by him shall be decided by the Rector of the University or by the person authorised by him. If the student's complaint has been addressed to the Student Dispute Committee, the Chairperson of the Student Dispute Committee shall decide on the issue of refusal to examine the student's complaint. The student who lodged the complaint must be informed of the decision to refuse to examine their complaint by sending the information to the e-mail address indicated in the student's complaint no later than within 1 working day from the date of the decision. A decision to refuse to hear a complaint within 10 working days of its receipt, when the decision is made by the Rector of the University or his authorised person, may be appealed to the Student Dispute Committee, when the decision is made by the Chairperson of the Student Dispute Committee it may be appealed to the Senate.

19. The student's complaint must be examined no later than within 15 calendar days of receipt by the university. The general deadline for the examination of the student's complaint may be extended only for important reasons and only by reasoned decision of the student's complaint handling entity for a maximum of 10 working days. The decision of the subject examining the student's complaint must be in writing and must be sent to the student by e-mail to the e-mail address indicated in the complaint no later than on the working day following its acceptance.

20. The student has the right to withdraw the complaint in writing before its acceptance. Also, the student has the right to repeal the complaint in writing at any stage of its examination before the decision of the Rector or his authorised person, or the Student Dispute Committee, or the Senate is made.

CHAPTER 3
THE PROCEDURE FOR EXAMINING A STUDENT'S COMPLAINT WHEN IT IS
EXAMINED BY THE RECTOR OR HIS AUTHORISED PERSON

21. The student's complaint shall be submitted to the Rector of the University or to the person authorised by him in written form. The student's complaint shall be submitted in accordance with paragraphs 12 to 15 of this Procedure.

22. The student's complaint shall be dealt with in writing. When preparing for the investigation of the student's complaint, the Rector of the University or his authorised person has the right to request the necessary additional information from the complaining student, the structural departments or employees of the University.

23. Upon investigation of the student's complaint, the decision made by the Rector of the University or his authorised person shall be executed by order of the Rector of the University, and by the person authorised by him – in the form of a decision which usually formalises the decisions of the authorised person.

24. The decision made by the Rector of the University or his authorised person must be sent to the student's e-mail address indicated in the student's complaint no later than the next working day.

CHAPTER 4
THE PROCEDURE FOR INVESTIGATING A STUDENT'S COMPLAINT WITHIN THE
COMMITTEE

SECTION ONE
PREPARATION FOR THE INVESTIGATION OF DISPUTES WITHIN THE
COMMITTEE

25. If a student's complaint is submitted to the Student Dispute Committee, all complaints submitted by students in the manner set out in paragraph 13 of this Procedure shall be immediately forwarded to the university employee appointed by the Rector of the University who is responsible for the technical service of the work of the Student Dispute Committee (hereinafter referred to as the Secretary of the Student Dispute Committee). The Secretary of the Student Dispute Committee shall exercise the functions defined in this Procedure and in the Regulations of the Student Dispute Committee.

26. The Secretary of the Student Dispute Committee, upon receipt of the student's complaint:

26.1. no later than within 1 working day from the receipt of the complaint, registers the received student's complaint – indicating the date of receipt of the student's complaint at the university, the person who lodged the complaint, and briefly describe the essence of the complaint;

26.2. within 1 working day of receipt of the student's complaint, informs the chairperson and members of the Student Dispute Committee about the student's complaint received.

27. The Chairperson of the Student Dispute Committee or other members, if there is any one of the grounds for the exclusion from the examination of the student's complaint referred to

in paragraph 8.1 of the Rules of the Student Dispute Committee, shall, upon receipt of the student's complaint, inform the Secretary of the Student Dispute Committee electronically of their withdrawal within 1 working day. The Secretary of the Student Dispute Committee shall inform the Chairperson of the Student Dispute Committee upon receipt of notifications by a member or members of the Student Dispute Committee on their withdrawal. If more than three members of the Student Dispute Committee are removed, the examination of the student's complaint shall be forwarded to the Senate. The Senate shall examine the student's complaint in accordance with the procedure established by the Senate Rules of Procedure.

28. In accordance with the provisions of the Student Dispute Committee, the Student Dispute Committee, preparing the student's complaint for the hearing of the Disputes Committee, shall have the right to:

28.1. require additional information from the student who complained, as well as the structural departments and staff of the University. Also, the Student Dispute Committee has the right to apply to the legal Service of the University for the receipt of a conclusion on dispute resolution issues. The Chairperson of the Student Dispute Committee shall decide on the need for additional information upon receipt of the student's complaint. The need for additional information must be resolved within a reasonable time to ensure that the dispute is settled within the prescribed time limit. Having determined that there is a need for additional information, the Chairperson of the Student Dispute Committee instructs the Secretary of the Student Dispute Committee to forward to the persons concerned the requirements and (or requests for information submission and at the same time set deadlines for the submission of information). Information must be provided to the Secretary of the Student Dispute Committee in writing or electronically, not later than the deadline set by the Chairperson of the Student Dispute Committee;

28.2. invite the university staff to the Student Dispute Committee meeting to provide the necessary information or explanations on questions related to the student's complaint and the circumstances specified therein. The need to invite the required University's employee to the meeting shall be decided by the Chairperson of the Student Dispute Committee. The University's employees must be informed of the hearing of the Student Dispute Committee as soon as possible, but not later than 2 working days before the date of the hearing of the Student Dispute Committee. The University's employees invited to the meeting of the Student Dispute Committee must attend, unless such participation is not possible for important reasons. The invitation to attend in the hearing of the Student Dispute Committee, together with the date and hour of the hearing of the Student Dispute Committee, shall be sent by the Secretary of the Student Dispute Committee.

SECTION TWO

PROCEDURE FOR THE RESOLUTION OF DISPUTES AT THE MEETING OF THE COMMITTEE

29. The student's complaint is usually examined in the oral hearing of the Student Dispute Committee. Technical conditions permitting, the oral hearing of disputes may be organised by videoconference or other electronic means. If necessary, in accordance with the time limits specified in paragraph 19 of this Procedure, the same complaint of the student may be considered at several meetings of the Student Dispute Committee.

30. The student's complaint shall be examined in writing only in the following exceptional circumstances:

30.1. where it is apparent from the circumstances and other documents indicated in the student's complaint that an oral examination of the student's complaint is not necessary;

30.2. where it is necessary to examine the complaint within the time limits set out in this Procedure;

30.3. when the student requests it.

31. A student's complaint may be examined in writing and a hearing of the Student Dispute Committee may be organised by electronic means in accordance with the procedure established by the Rules of the Student Dispute Committee.

32. The meetings of the Student Dispute Committee shall be convened and the persons participating in it shall be informed of the hearing in accordance with the procedure laid down in the Rules of the Student Dispute Committee. The meetings of the Student Dispute Committee are open, unless a closed meeting is required by the student whose complaint is being examined, or the person whose actions and (or) omission is the subject of the student's complaint), and the Student Dispute Committee decides that there are sufficient arguments to consider the student's complaint in a closed session procedure. If the meeting of the Student Dispute Committee was held in a closed session, members of the Student Dispute Committee, secretary, persons who participated in the hearing are prohibited from disclosing the opinions expressed during the meeting and the results of voting of the members of the Student Dispute Committee.

33. The following are invited to the oral hearing of the student's complaint by the Student Dispute Committee:

33.1. the student whose complaint is being examined;

33.2. the person due to whose actions and (or) inaction the student has applied to the Student Dispute Committee;

33.3. If necessary, a University employee – to provide the necessary information or explanations;

33.4. other persons, if the Student Dispute Committee or the Chairperson decides that their participation is necessary for the resolution of the dispute.

34. Failure to attend the meeting of the persons referred to in paragraph 33 of this Procedure shall not prevent the Committee from examining the complaint at the meeting.

35. If a member of the Student Dispute Committee is unable to attend the meeting of the Student Dispute Committee, they shall inform the Chairperson of the Student Dispute Committee electronically not later than 1 working days before the scheduled date of the meeting. If a member of the Student Dispute Committee is unable to attend the meeting, they have the right to express their opinion on the student's complaint in writing and clearly indicate how they vote (in accordance with the decisions of the Student Dispute Committee specified in paragraph 40 of these Procedures) on the student's complaint. The Member of the Student Dispute Committee shall provide their opinion on the student's complaint to the Chairperson or the Secretary of the Student Dispute Committee.

36. The meeting of the Student Dispute Committee, when the student's complaint is examined orally, shall take place in the following order:

36.1. The Chairperson of the Student Dispute Committee shall announce the opening of the meeting, submit the composition of the Student Dispute Committee, inform who is the Secretary

of the hearing, what student's complaint is being examined, identify the persons who have come to the hearing, ask the participants of the hearing whether they have any reasons for the removal of the members of the Student Dispute Committee on the grounds specified in paragraph 8.1. In the case of applications for removal, they shall be examined immediately at the meeting of the Student Dispute Committee;

36.2. The Chairperson of the Student Dispute Committee introduces the participants to the student's complaint, gives the right to speak first to the student, then to the person whose actions / inactions the student's complaint is related to. These people are asked questions. They may ask questions of each other, after which they are allowed to speak to the other persons present at the meeting. If, after these exchanges, the student or the person whose actions/inactions are related to the student's complaint wishes to additionally speak, they are granted such right;

36.3. The Chairperson of the Student Dispute Committee shall announce the end of the of the hearing for the student's complaint, the Student Dispute Committee shall decide separately from the persons participating in the hearing in accordance with the procedure established by the Rules of the Student Dispute Committee. The Student Dispute Committee shall announce the decision at the meeting: the Committee shall briefly state the reasons for the decision and the time limit within which the student shall have the right to appeal the decision of the Dispute settlement Committee to the Senate to the participants.

37. If necessary, the Chairperson of the Student Dispute Committee may announce breaks in the meeting.

38. Separate minutes of the meeting shall be written for each student's complaint hearing. The minutes of the meetings of the Committee shall be drawn up by the Secretary of the meeting of the Student Dispute Committee in accordance with the format of the minutes set out in the Procedure.

39. The minutes shall record:

39.1. date and place of the meeting;

39.2. the composition of the Student Dispute Committee;

39.3. the opening and closing time of the meeting;

39.4. the essence of the student's complaint (dispute), indicating both the person who filed the complaint and the person whose actions and/or inaction are the subject of the complaint;

39.5. persons present at the meeting;

39.6. statements by the participants of the meeting regarding the removals;

39.7. brief outline of the participants' speeches;

39.8. the opinion of the members of the Student Dispute Committee who voted in writing on the student's complaint;

39.9. the decision of the Student Dispute Committee on the student's complaint, together with a brief statement of the reasons for its adoption.

40. The Student Dispute Committee, after examining the student's complaint, may adopt one of the following decisions:

40.1. satisfy the request specified in the student's complaint;

40.2. partially satisfy the request specified in the student's complaint;

40.3. reject the student's complaint.

41. The minutes of the meeting of the Student Dispute Committee shall be signed by the Chairperson and the Secretary of the Student Dispute Committee.

42. The decisions adopted by the Student Dispute Committee shall be executed by the order of the Rector of the University. The minutes of the meeting of the Student Dispute Committee, together with the prepared draft of the order of the Rector of the University on the formalisation of the decision of the Student Dispute Committee, shall be submitted to the Rector of the University no later than 2 working days after the meeting of the Student Dispute Committee. The draft order of the Rector of the University is subject to an approval by the Chairperson and Secretary of the Student Dispute Committee. A copy of the Resolution of the Student Dispute Committee, which was established by the order of the Rector of the University, shall be forwarded electronically by the Secretary of the Student Dispute Committee to the student at the e-mail address indicated in their complaint not later than within 1 working day from the signing of the order of the Rector of the University.

SECTION THREE

APPEAL TO THE SENATE AGAINST THE DECISION OF THE STUDENT DISPUTE COMMITTEE

43. A student who is dissatisfied with the Decision of the Student Dispute Committee has the right to appeal it to the Senate within 10 working days from the receipt of a copy of the Decision of the Student Dispute Committee, formalised by order of the Rector of the University. The Senate shall examine the student's complaint in accordance with the procedure laid down by the Senate Rules of Procedure, by written procedure and shall make a decision at the latest in the second working session of the Senate after receipt of the complaint.

44. The Senate shall examine the student's complaint received only from the aspect of application of the University's legal acts, without updating the examination of the facts.

45. The Senate's decision on the student's complaint at the university is final. The student shall be informed of the passed Senate resolution at the e-mail address specified in their complaint not later than within 3 working days from the date of adoption of the Senate resolution.

CHAPTER 4

IMPLEMENTATION OF THE DECISIONS OF THE PARTIES DEALING WITH DISPUTES

46. The Rector of the University is responsible for the implementation of the decision made by the entity examining the disputes. The Rector of the University shall take the necessary measures, appoint the persons responsible for the effective implementation of the decision of the entity examining the disputes.