



GRĀMATVEDĪBAS UN FINANŠU KOLEDŽA

APPROVED

At the College of Accountancy and Finance
Council meeting of February 27, 2018,
Minutes No.1-17/01

STUDENT APPLICATION AND PROPOSAL SUBMISSION AND EXAMINATION PROCEDURES

1. The procedure for submission and examination of student applications and proposals determines the course of action by which students of the College of Accountancy and Finance (hereinafter - the College) may submit applications and proposals (hereinafter - the submission), receive answers to questions related to studies at the College, the quality of studies, improvement of technical provision, termination, suspension and resumption of studies, discount of tuition fees, etc.
2. The application may be submitted by a student individually or by a group of students, regardless of the study programme or form of studies, as well as by the student self-government (hereinafter - the submitter).
3. A proposal is considered to be a proposition made by one or more students for the improvement of the operation of the College (for example, the improvement of the study process or technical support, etc.).
4. The submission may be submitted in writing, electronically or orally. An oral submission, if necessary, in the presence of a student, shall be drawn up in writing and a copy thereof shall be issued to the submitter.
5. The submission can be submitted electronically to the official e-mail address of the College: gfk@koledza.lv, to the e-mail address of administration or to the E-study environment.
6. The submitter may submit the submission in writing to the Study Department or express orally.
7. The responsible person of the College shall register the submission in the *Student Submission Registration Journal* within one working day.
8. The written submission shall include:
 - 8.1. The submitter's name, surname, student card number and study group;
 - 8.2. Contact telephone number, e-mail address, the address of residence, if necessary;
 - 8.3. Date of submission;
 - 8.4. The subject matter of the submission, brief content of a request, justification of a proposal, description of a problem, specific facts, time, persons involved, if any, etc.
 - 8.5. The submitter's signature (s).
9. If necessary, the submission shall include supporting documents confirming the facts referred to in the submission.
10. The submission sent electronically with clarifying points does not require a submitter's signature.

11. The submission sent electronically, i.e. document, shall be deemed to be signed by hand if it has a secure electronic signature.
12. If the submission does not include information provided in Paragraph 8, the College is entitled not to examine it.
13. The submission procedure does not provide for the examination of the problem stated in the submission if it has already been considered and the decision has already been made; it is anonymous, unjustified and misleading; it is not clearly expressed; it does not provide substantiated arguments, specific facts and sources of information, if any; and is not applicable to the activities, omissions, processes or procedures of the College.
14. It is prohibited for the College to publish information about the submitter, to disclose information that reveals his / her identity, without the consent of the submitter, except for the cases when the College is required to disclose such information in accordance with regulatory enactments. If the submitter of the submission does not wish the facts referred to in the submission to be disclosed, he / she shall indicate this in the submission. If the submission does not contain an indication regarding the prohibition to disclose the facts referred to therein, the College is entitled to disclose them, observing the requirements of regulatory enactments.
15. The College shall provide a reply to the submission within a reasonable time period, taking into account the urgency of addressing the issue referred to in the submission, but not later than within one month after receipt of the submission.
16. If the submitter has indicated in the submission that it is not necessary to reply to the submission, the College may not reply to such submission.
17. If the content of the submission does not require an answer on the merits, the College shall take into account the respective submission and use it in its work based on the content of the submission.
18. If the issue of the submission can be resolved immediately without further investigation, but not longer than within five working days, with / or without the involvement of the College staff, then the solution to the issue may be considered to be an oral or written agreement, informative e-mail letter, apology, explanation given to the submitter in person or remotely (electronically or by telephone).
19. If the examination of the submission requires time and in-depth investigation, the responsible person of the College informs the responsible employee about the course of the respective process within three working days, for example: the branch manager, the computer system administrator, the library manager, Erasmus program manager, the study planner, a lecturer, etc. on possibilities for resolving the situation. The responsible person together with other involved parties discusses the options for resolving the problem. Having evaluated the issue of the submission and the significance of consequences, the person responsible for the relevant process in the College may request written explanations from the persons mentioned in the submission, in order to fully clarify the situation.
20. The responsible person initiates the consideration and acceptance of the necessary changes in the relevant institution of the College: the Study Direction Council, the Study Methodological Council, the College Council, as well as the inspection of the effectiveness of corrective actions. The responsible person of the College shall register proposals referred to in the submission in the *Non-compliance Journal*.
21. If a reprimand or dissatisfaction is expressed in the submission regarding an issue within the competence of the College or the actions of the College staff, the College shall indicate in the reply to the submission the considerations which were the basis for such actions of the College or its staff.

22. The responsible person shall send the College reply (adopted decision) electronically to the submitter within 30 days from the day of registration of the submission in the *Student Submission Registration Journal*.
23. A reply to a joint submission of several students shall be sent to the submitter who has signed the submission as the first, if the submitters of the submission have not specified another person. If the aforementioned person cannot be reached, the reply shall be sent to one of the signatories of the submission who has specified his or her address or other information that helps to communicate with him / her.
24. If the College has received individual submissions of one or more students or joint submissions of several students of substantially the same content, the College may also provide one joint reply to them. The reply shall be sent to each submitter or, if several joint submissions of several students have been received, it shall be sent electronically to the respective number of submitters.
25. If the submitter is satisfied with the reply of the College, the matter shall be deemed resolved. If the submitter is not satisfied with the reply, the matter shall be considered in court in accordance with the laws and regulations of the Republic of Latvia.
26. If the proposal of the submission cannot be executed as a result of the occurrence of force majeure circumstances, which the College could not foresee and prevent in advance, the submitter shall withdraw his / her submission.
27. Each student of the College has the opportunity to freely express their suggestions and dissatisfaction, if any, during meetings with the College administration and Board members.
28. Samples of submission forms are available at <https://www.koledza.lv/index.php/lv/studentiem/dokumenti>