

APPROVED
by the Resolution of the Academic Council of
Kauno kolegija
No. AT-59 as of 19 November 2025

DESCRIPTION OF THE PROCEDURE FOR SUBMITTING AND REVIEWING APPEALS AND COMPLAINTS OF STUDENTS, UNCLASSIFIED STUDENTS, AND APPLICANTS AT KAUNO KOLEGIJA

CHAPTER I GENERAL PROVISIONS

1. The Description of the Procedure for Submitting and Reviewing Appeals and Complaints of Kauno Kolegija Students, Unclassified Students, and Applicants (hereinafter referred to as the Procedure) regulates the procedure for the submission and consideration of appeals and complaints by students, unclassified students, and applicants of Kauno Kolegija (hereinafter referred to as KK).

2. The Procedure is prepared in accordance with the Law on Higher Education and Research of the Republic of Lithuania, the Study Procedure of KK, the Description of the Procedure for the Assessment of Learning Achievements at KK, the Description of the Procedure for the Preparation, Defence, Storage of Final Theses and the Organisation of Final Examinations at KK, the Description of the Procedure for the Recognition of Achieved Learning Outcomes at KK, the Description of the Procedure for the Assessment and Recognition of Competences Acquired through Non-formal and Self-directed Learning at KK, and the Rules for Admission to KK for the current year.

3. Terms used in the Procedure:

3.1. **An appeal** – a written, reasoned request submitted by a student/applicant or their authorised representative to review a written decision adopted by a KK employee, unit, board, or another body operating at the KK with regard to the student/applicant, related to academic results or the study process, where the student/applicant believes that their rights have been violated, that the rules for the assessment of learning achievements and/or procedural rules have been breached, and/or that technical errors have been made (see Annex 1).

3.2. **Appeals and Complaints Reviewing Board of KK Faculty** (hereinafter referred to as the Faculty Board) is a board established by an order of the Faculty Dean, upon the proposal of the Vice-Dean/Vice-Dean for Studies, and is responsible for reviewing appeals and complaints submitted by a student/applicant.

3.3. **Appeals and Complaints Reviewing Board of KK** (hereinafter referred to as the KK Board) is a permanently operating institutional-level board established by an order of the KK Director, responsible for reviewing complaints submitted by students/applicants regarding the legality, validity, and compliance with procedures of decisions adopted by the Faculty Board.

3.4. **An applicant** – a person applying to study at KK as an unclassified student or as a non-European Union / non-European Economic Area citizen; a person taking an entrance examination / general abilities test / manual abilities test / participating in a motivational interview; or a person seeking assessment and recognition of competences acquired through non-formal and self-directed learning as achieved learning outcomes.

3.5. **Procedural violations** – breaches in the organisation and/or conduct of the assessment of learning achievements and the recognition of achieved learning outcomes, as well as in the organisation and/or conduct of an entrance examination / general abilities test / motivational interview, which have had a negative impact on the final decision.

3.6. **Complaint** – a written statement submitted to KK by a student/applicant expressing dissatisfaction with the actions or inaction of a KK employee, another student, a unit, or a governing body; the quality of services provided by KK; the organisation of the study process; the social environment; inappropriate behaviour; or other aspects related to studies or the study environment that may violate the rights or legitimate interests of the student/applicant (see Annex 2).

3.7. **A student** – a person studying at a higher education institution under a study programme and/or an unclassified student studying under a non-formal education programme or individual study courses/modules or groups thereof.

4. The process of submitting, considering, and deciding on appeals and/or complaints includes:

- 4.1. registration of the appeal and/or complaint;
- 4.2. informing the person who submitted the appeal and/or complaint about its receipt;
- 4.3. the establishment of a Faculty Board to review the appeal and/or complaint;
- 4.4. the establishment of a KK Board to review the complaint;
- 4.5. the examination of the appeal and/or complaint and the adoption of decisions;
- 4.6. informing the interested parties involved in the appeal and/or complaint of the decisions adopted following the review of the appeal and/or complaint by the Faculty Board;
- 4.7. informing the interested parties involved in the complaint of the decisions adopted following the review of the complaint by the KK Board.

5. Faculty Boards are established on an *ad hoc* basis – in each specific case, upon receipt of an appeal and/or complaint.

6. The KK Board is a permanent body that operates throughout the academic year as a collegial body.

7. Appeals and/or complaints are registered in the relevant KK document register in accordance with the KK documentation plan, in compliance with the requirements of legal acts governing document management and the established deadlines.

8. Requests submitted by a student to provide information and/or clarify KK procedures or other regulatory legal acts, to review their written work or other completed assignments, or to familiarise themselves with conclusions regarding a decision taken in respect of them shall not be considered an appeal and/or a complaint. Proposals submitted by a student for quality improvement or for the enhancement of processes and procedures are also not considered appeals and/or complaints.

9. Appeals and/or complaints may be submitted in the state (Lithuanian) and/or a foreign (English) language.

CHAPTER II

ESTABLISHMENT, ORGANISATION OF WORK, AND POWERS OF THE FACULTY BOARD

10. Faculty Boards examine appeals concerning the assessment of interim and/or final assessments of a study course / module; possible violations of the procedures for assessing interim and/or final assessments of a study course / module; possible procedural violations related to the defence of a final thesis / project or the conduct of a final examination; the recognition (crediting) of learning outcomes achieved at another higher education institution or within other study programmes of KK; the assessment and recognition of learning outcomes acquired through non-formal learning and self-directed learning; possible procedural violations in the conduct of entrance tests / examinations; possible procedural violations in the conduct of motivational interviews and general abilities tests for the admission of foreign nationals (non-European Union and non-European Economic Area citizens) to studies in a foreign language; as well as complaints related to the assurance of study quality; compliance with study organisation processes and procedures; the quality assurance of learning resources and the learning environment; the quality assurance and compliance with procedures of additional services (e.g. the awarding of financial support, accommodation, leisure activities, etc.); and other cases.

11. Faculty Boards are established on an *ad hoc* basis – in each specific case, upon receipt of an appeal and/or complaint, by an order of the Dean, upon the proposal of the Vice-Dean for Studies / Vice-Dean, and consist of no fewer than six members, of whom:

- 11.1. at least three competent representatives of the faculty who possess the necessary qualifications to assess the situation;
- 11.2. at least three representatives appointed by the Student Association.
12. Faculty Boards shall be established within three working days from the date of registration of the appeal and/or complaint in the internal document management system “Kontora”.
13. Employees who may have violated the rights or legitimate interests of the student, or whose participation in reviewing an appeal and/or complaint and adopting a decision could give rise to a conflict of interest, may not be appointed as members of Faculty Boards.
14. In performing its functions, the Faculty Board has the right to:
 - 14.1. engage experts (having signed a confidentiality undertaking and a declaration of impartiality (see Annex 3), experts may participate in the work of the Faculty Board). Experts do not have voting rights when decisions are adopted.);
 - 14.2. obtain information related to the appeal and/or complaint under consideration;
 - 14.3. if several appeals and/or complaints of identical content are received, examine them jointly;
 - 14.4. In exceptional cases, where procedural uncertainties arise, competence is lacking, or methodological assistance is needed, the Faculty Board may refer the matter to the KK Board.
15. In its work, the Faculty Board is guided by the Statute of KK, the Study Procedure, the Description of the Procedure for the Assessment of Learning Achievements, study programme descriptions, the Description of the Procedure for the Preparation, Defence, Storage of Final Theses and the Organisation of Final Examinations, the Description of the Procedure for the Assessment and Recognition of Competences Acquired through Non-formal and Self-directed Learning, the entrance examination procedure and regulations for manual skills testing of applicants, this Procedure, and other documents regulating studies.
16. The Faculty Board operates in the form of meetings.
17. The Faculty Board may also hold meetings online using electronic communication tools.
18. At its first meeting, the Faculty Board elects a secretary from among its members by open vote.
19. The Chair, appointed by an order of the Faculty Dean, leads the work of the Faculty Board, chairs its meetings, and is responsible for the quality and effectiveness of its activities and for the soundness of the decisions adopted.
20. The Secretary provides Board members with meeting materials, assists in drafting documents related to the Board’s work, and records the minutes of meetings.
21. A Faculty Board meeting is quorate when at least four members are present, including at least two representatives delegated by the Faculty Dean and at least two representatives delegated by the Student Association.
22. Faculty Board decisions are adopted at meetings by open vote or, if decided by the Board, by secret ballot. A decision is adopted when more than half of the Faculty Board members present at the meeting vote in favour.
23. Faculty Board members may vote “for” or “against” a decision. Abstention from voting is not permitted. In the event of a tie, the Chair of the Faculty Board casts the deciding vote.
24. Faculty Board decisions are formalised in minutes signed by the Chair and the Secretary of the Faculty Board. The minutes shall state the reasons for the Faculty Board’s decision and provide relevant explanations. The Secretary of the Faculty Board informs the student/applicant of the decision adopted by the Board via the email address indicated in the appeal/complaint no later than two working days after the decision is adopted.
25. If the Faculty Board identifies possible violations that are unrelated to the appeal and/or complaint and/or fall outside its competence, it shall inform the relevant administrative staff of these circumstances.
26. Faculty Board documents are stored in the internal document management system for one year.

27. A decision of the Faculty Board may be appealed to the KK Board within three working days from the date of adoption of the Faculty Board's decision.

CHAPTER III

ESTABLISHMENT, ORGANISATION OF WORK, AND POWERS OF THE KOLEGIJA BOARD

28. The KK Board reviews complaints submitted by students/applicants regarding the legality, validity, and procedural compliance of decisions adopted by the Faculty Board (see Clause 27).

29. The KK Board is a permanent collegial body established for one academic year by an order of the Director, upon the proposal of the Vice-Director for Studies.

30. To review a complaint, the Director, upon the proposal of the Vice-Director for Studies, establishes a KK Board consisting of no fewer than eight members, of whom:

30.1. at least three representatives of the KK central administration;

30.1.1. the Vice-Director for Studies;

30.1.2. a legal advisor;

30.1.3. a representative of the Study Administration Office;

30.2. at least one faculty representative;

30.3. at least four representatives delegated by the Student Association.

31. Before commencing work on the KK Board, each member shall sign a confidentiality undertaking and a declaration of impartiality (see Annex 4). If there are reasonable grounds to suspect a potential conflict of interest, a member of the KK Board shall recuse themselves from the examination of the complaint and the decision-making process.

32. In performing its functions, the KK Board has the right to:

32.1. engage experts (experts who have signed a confidentiality undertaking and a declaration of impartiality (see Annex 4) may participate in the work of the KK Board). Experts do not participate in voting when decisions are adopted);

32.2. obtain information related to the complaint under consideration;

32.3. if several complaints of identical content are received, review them jointly.

33. In its work, the KK Board is guided by the Statute of KK, the Study Procedure, the Description of the Procedure for the Assessment of Learning Achievements, study programme descriptions, the Description of the Procedure for the Preparation, Defence, Storage of Final Theses and the Organisation of Final Examinations, the Description of the Procedure for the Assessment and Recognition of Competences Acquired through Non-formal and Self-directed Learning, the entrance examination procedure and regulations for manual skills testing of applicants, this Procedure, and other documents regulating studies.

34. The KK Board operates in the form of meetings.

35. The KK Board may also hold meetings online using electronic communication tools.

36. At its first meeting, the KK Board elects a secretary and a deputy chair from among its members by open vote.

37. The Chair leads the work of the KK Board, chairs its meetings, and is responsible for the quality and effectiveness of the Board's activities and for the soundness of the decisions adopted.

38. The Secretary provides Board members with meeting materials, assists in drafting documents related to the Board's work, records meeting minutes, and informs the student/applicant who submitted the complaint of the decision adopted by the KK Board.

39. The Deputy Chair performs the functions of the Chair of the KK Board when the Chair is ill or unable to perform their duties for other valid reasons.

40. A meeting of the KK Board is quorate when at least six members are present.

41. KK Board decisions are adopted at meetings by open vote or, if decided by the Board, by secret ballot. A decision is adopted when more than half of the KK Board members present at the meeting vote in favour.

42. KK Board members may vote “for” or “against” a decision. Abstention from voting is not permitted. In the event of a tie, the Chair of the KK Board casts the deciding vote.
43. Decisions of the KK Board are formalised in minutes signed by the Chair and the Secretary of the KK Board. The minutes shall state the reasons for the KK Board’s decision and provide relevant explanations.
44. The Secretary of the KK Board informs the student/applicant of the decision adopted by the KK Board via the email address indicated in the complaint, no later than two working days after the decision is adopted.
45. Documents of the KK Board are stored in the internal document management system for one year.
46. A complaint on the same matter is reviewed only once.
47. The decision of the KK Board is final and not subject to appeal.

CHAPTER IV

GROUND FOR SUBMITTING APPEALS

48. An appeal may be submitted regarding a written decision adopted by KK in respect of a student or applicant where, in adopting the decision, the person’s rights may have been violated, assessment or procedural rules may have been breached, and/or technical errors may have been made.
49. Before submitting an appeal, the student/applicant shall familiarise themselves with the KK legal acts and other relevant information regulating the area in which the alleged violation occurred and, if necessary, consult the Head of Studies of their faculty and/or the Vice-Dean for Studies / Vice-Dean (see Annex 1). Where possible, it is recommended that the issue first be addressed with the KK employee, head of the unit, Board, or other KK body that adopted the written decision.
50. Before submitting an appeal, a student/applicant has the right to review their written work or other completed assignment and to familiarise themselves with the conclusions related to the decision taken in respect of them. An appeal is submitted when, after familiarising oneself with the documents regulating the relevant area, reviewing the completed work or assignments or the conclusions provided, and discussing the situation with the KK employee, head of unit, Board, or other KK body that adopted the decision, there remain substantiated arguments based on regulatory documents regarding possible violations.
51. A student/applicant may submit an appeal regarding:
- 51.1. the assessment of interim and/or final assessments of a study course/module;
 - 51.2. the recognition (crediting) of learning outcomes achieved at another higher education institution or within other study programmes of the KK;
 - 51.3. the assessment and recognition of learning outcomes acquired through non-formal and self-directed learning;
 - 51.4. violations of the procedures for assessing interim and/or final assessments of a study course/module;
 - 51.5. possible procedural violations related to the defence of a final thesis/project or the conduct of a final examination;
 - 51.6. possible procedural violations in the conduct of an entrance test/examination;
 - 51.7. possible procedural violations in the conduct of the motivational interview and the general abilities test for the admission of foreign nationals (non-European Union and non-European Economic Area citizens) to studies conducted in a foreign language;
 - 51.8. other.
52. The grounds for submitting an appeal listed in Clauses 51.1–51.8 of the Procedure are not exhaustive. A student/applicant may also submit an appeal in other cases if they believe that a decision adopted by KK staff may have violated their rights, legitimate interests, or the regulations governing the study process.

53. A student who disagrees with the assessment of learning achievements in a study course/module has the right to submit an appeal no later than three working days from the date the assessment is announced.

54. Appeals concerning the conduct of the final examination, procedural violations in the defence of the final thesis/project, or the assessment and/or recognition of competences acquired through non-formal and self-directed learning or achieved learning outcomes may be submitted within three working days from the date of the public defence and/or the final examination, or from the date of the assessment and/or recognition of competences or learning outcomes acquired through non-formal and self-directed learning. Appeals shall be submitted in writing. The Faculty Board is established within 3 working days from the date of submission of the appeal. The Faculty Board, established to review an appeal, adopts a decision on the validity of the appeal within two working days from the date of its establishment.

55. Appeals concerning technical errors in the assessment and procedural violations related to the organisation of the manual skills test for the Dental Technology study programme may be submitted within 24 hours after the announcement of the results, solely on the grounds of violations of the test administration procedures specified in this Procedure. Appeals on this matter are reviewed, and the results are announced no later than three working days after receipt of the appeal. Appeals submitted after the deadline are not considered. An appeal regarding the results of the assignment assessment is not accepted.

56. Appeals concerning technical errors in the assessment and procedural violations related to entrance examinations for the Fine Arts and Object Restoration fields of study shall be submitted in writing no later than 24 hours after the announcement of the results. Appeals are reviewed, and the results are announced no later than three working days from the date of receipt of the appeal. Appeals submitted after the deadline are not considered. An appeal regarding the results of the assignment assessment is not accepted.

57. Foreign nationals (non-European Union and non-European Economic Area citizens) may submit a written appeal to the Faculty Board no later than 10 working days from the date of receipt of the decision regarding procedural violations in the conduct of the motivational interview and the general abilities test.

58. If learning achievements were assessed by a Board (see the Description of the Procedure for the Assessment of Learning Achievements at KK), the student may submit an appeal only on the grounds of procedural violations.

59. An appeal shall be submitted in writing.

60. An appeal shall include the following information (see Annex 1):

60.1. the date and place of submission of the appeal;

60.2. the name, surname, email address, and other contact details of the student/applicant;

60.3. the decision(s) in respect of which the appeal is submitted;

60.4. the grounds for disagreement with the adopted decision (reasons), including factual circumstances and supporting documents substantiating the grounds;

60.5. a list of attached documents;

60.6. the signature of the student/applicant.

61. If the appeal is submitted in paper form, it shall bear a handwritten signature. If the appeal is submitted in paper form, it shall bear a handwritten signature. A paper document signed by hand may be scanned and submitted by email. If the appeal is submitted electronically, it shall be signed with a qualified electronic signature or submitted via an official electronic system that ensures identity verification.

62. If an appeal concerns the assessment of learning achievements in a study course/module obtained through written and/or oral assessment, and the appeal is found to be justified, the Faculty Board shall, during its meeting, either review the written work or conduct an oral assessment, during which all learning outcomes specified in the study course/module description are assessed.

63. An appeal regarding the assessment of learning achievements in a study course/module or the recognition of achieved learning outcomes shall be reviewed no later than within 10 working days from the date of its registration.

64. An appeal regarding a final thesis/project/examination may be submitted only in relation to procedural violations that occurred during the defence of the final thesis/project or the conduct of the final examination. An appeal regarding the assessment (grade) of a final thesis/project/examination is not considered.

65. An appeal regarding procedural violations in the defence of a final thesis / project and/or the conduct of a final examination shall be reviewed no later than 10 working days from the date of its registration. Where, for objective reasons, an appeal cannot be reviewed within this time limit, the reviewing period may be extended, but for no longer than 10 working days. In such cases, the KK sends a written notification to the person who submitted the appeal, indicating the reasons for extending the appeal review period.

66. The deadline for submitting an appeal shall be reinstated by a decision of the Faculty Board if the person submits a reasoned request and proves that the deadline was missed due to important circumstances beyond their control. Documents substantiating these circumstances shall be attached to the request. The deadline may be reinstated only if no more than 3 months have elapsed since the date on which the alleged violation occurred or became known.

67. Disagreement with assessment conclusions based solely on subjective opinion or interpretation is not considered sufficient grounds for submitting an appeal, unless objective arguments and/or evidence are provided demonstrating possible inaccuracies in the application of assessment criteria, procedural violations, or other substantive deficiencies.

68. A student/applicant may submit an appeal in person by delivering it to the Legal and Document Management Unit, or by email to info@kaunokolegija.lt. The Legal and Document Management Unit registers the appeal in the internal document management system “Kontora” and in the Student Requests Register, and forwards it to the responsible KK staff.

69. Once an appeal has been accepted for review, the student/applicant may not submit any new evidence and/or documents, unless requested by the Faculty Board reviewing the case.

CHAPTER V

GROUND S FOR SUBMITTING COMPLAINTS

70. A complaint may be submitted regarding a possible violation of a person’s rights or legitimate interests resulting from the actions or inaction of a KK employee, another student, a unit, a board, or another body operating at the KK in the following areas:

70.1. quality assurance of studies;

70.2. compliance with study organisation processes;

70.3. quality assurance of learning resources and the learning environment;

70.4. quality assurance and procedural compliance of additional services (e.g. awarding of financial support, accommodation, leisure activities, etc.);

70.5. the legality, substantiation, and compliance with procedures of Faculty Board decisions;

70.6. other.

71. The grounds for submitting a complaint listed in Clauses 72.1–72.6 of the Procedure are not exhaustive. A studying person/applicant may also submit a complaint in other cases if they believe that a decision taken by KK staff may have violated their rights, legitimate interests, or the regulations governing the study process.

72. The complaint shall specify (see Annex 2):

72.1. the name and surname of the student/applicant, place of residence, telephone number, and other contact details;

72.2. the date and place of submission of the complaint;

72.3. the grounds for submitting the complaint and the reasons justifying it;

72.4. the substance of the complaint;

72.5. the list of attached documents or evidence.

73. The complaint shall be submitted in writing and signed by the student/applicant personally. If the complaint is submitted in paper form, it shall be signed by hand. A paper document signed by hand may be scanned and submitted by email. If the complaint is submitted electronically, it shall be signed with a qualified electronic signature or submitted via an official electronic system that verifies identity.

74. A complaint may be submitted by an individual student/applicant or by a group of students. Where a complaint is submitted by a group of students, all applicants shall sign it, and one of them shall be appointed as the group's representative for communication with the KK or the Faculty Board reviewing the complaint.

75. The complaint shall be submitted directly to the Legal and Document Management Unit by email at info@kaunokolegija.lt. A specialist of the Legal and Document Management Unit registers the received complaint in the internal document management system "Kontora" and forwards it to the responsible KK staff.

76. Anonymous reports/complaints are not reviewed, except where the KK has the contact details of the student/applicant and/or the reported actions concern the public interest.

77. Only complaints that are properly prepared and clearly legible are considered. Illegible or unclearly formulated complaints are not reviewed and are returned to the student/applicant within 3 working days, with an explanation of the reason for the return.

78. Complaints that fall within the competence of other institutions are not reviewed. Such a complaint is returned to the student/applicant within 3 working days, indicating the reason for its return.

79. The student is not invited to attend the KK Board meeting; the complaint is reviewed in their absence.

80. Complaints shall be reviewed no later than 15 working days from the date of their registration. If, for objective reasons, a complaint cannot be reviewed within this time limit, the reviewing period may be extended, but for no longer than 10 working days. In such cases, the KK shall notify the person in writing, indicating the reasons for extending the review of the complaint.

CHAPTER VI REVIEWING OF APPEALS AND COMPLAINTS

81. The date of submission of an appeal and/or complaint to the KK shall be considered the date on which the appeal and/or complaint is registered in the internal document management system "Kontora".

82. Upon receipt of an appeal and/or complaint, the specialist of the Legal and Document Management Unit shall, in accordance with the provisions of this Description, register the appeal and/or complaint no later than within one working day and, via the internal document management system "Kontora", forward the documents to the Faculty Dean for the establishment of a Faculty Board.

83. The student/applicant has the right to withdraw an appeal and/or complaint no later than two working days from its submission by notifying the KK in writing. In such a case, the appeal and/or complaint is not reviewed.

84. Members of the Faculty Board and other persons with access to the appeal and/or complaint materials shall ensure confidentiality of the information and may not disclose it, except where disclosure is necessary for the review of the appeal and/or complaint and the adoption of a decision.

85. At the initial stage of review, the Faculty Board assesses the validity of the appeal and/or complaint. Only those appeals and/or complaints that are substantiated and based on objective facts, rather than solely on the subjective opinion of the student, are considered. An unsubstantiated appeal and/or complaint shall be rejected. The Secretary of the Faculty Board shall notify the student/applicant in writing, by the email address indicated in the appeal and/or complaint, of the

rejection of the appeal and/or complaint due to its lack of substantiation, stating the reasons for the decision. The student/applicant has the right, within two working days from the date of notification, to resubmit a revised appeal and/or complaint to the Faculty Board and to provide additional evidence.

86. An appeal and/or complaint shall not be reviewed and shall be rejected if:

86.1. it is illegible or formulated in an unclear and incomprehensible manner;

86.2. not all required fields in the form have been completed;

86.3. it is submitted after the deadlines established in Clauses 27 and 53–57 of the Procedure;

86.4. it is anonymous, except in the cases specified in Clause 78.

86.5. the review of the complaint falls within the competence of external institutions;

86.6. the Faculty Board or the KK Ethics Board has already adopted a decision on the same issue(s).

87. If necessary, the Faculty Board or the KK Board has the right to request explanations and/or additional information from:

87.1. the student or applicant who submitted the appeal or complaint;

87.2. the person who adopted the decision concerning the student or applicant, or who may have violated their rights or legitimate interests;

87.3. employees of the KK;

87.4. other students.

88. Explanations and/or additional information (see Clause 88) shall be submitted to the Faculty / KK Board no later than two working days from the date of receipt of the request.

89. The Faculty/KK Board reviews the appeal within 10 working days from the date of proper submission and/or the complaint within 15 working days from the date of receipt, adopts a decision, and informs in writing the persons specified in Clause 95.

90. After reviewing the appeal, the Faculty Board may adopt the following decisions:

90.1. dismiss the appeal and uphold the decision adopted in respect of the student/applicant;

90.2. uphold the appeal by annulling the written decision adopted in respect of the student/applicant and either adopting a new decision or returning the matter to the KK staff member/body that adopted the decision for reconsideration;

90.3. partially uphold the appeal by indicating which requests of the student/applicant are justified and granted, and which are considered unfounded.

91. After reviewing the complaint, the Faculty / KK Board may adopt the following decisions:

91.1. to reject the complaint;

91.2. to uphold the complaint and instruct that the identified violation of rights and legitimate interests be eliminated;

91.3. to partially uphold the complaint, specifying which requests of the student/applicant are justified and satisfied, and which are considered unfounded.

92. The draft decision on the results of the appeal and/or complaint shall be prepared by the chair of the Faculty Board or the chair of the KK Board established to review the appeal and/or complaint.

93. Within two working days from the date of examination of the appeal and/or complaint, the Secretary of the Faculty/KK Board informs:

93.1. the student/applicant who submitted the appeal and/or complaint – by the email address indicated in the appeal and/or complaint; the KK employee, head of a unit, a board or other KK body whose written decision is being appealed, or the KK employee, student, head of a unit, board or other KK body whose actions or inaction are the subject of the complaint.

93.2. The Head of Studies/Vice-Dean for Studies/Vice-Dean of the faculty in which the student submitting the appeal and/or complaint is studying, provided that this person is not a member of the Faculty or KK Board.

CHAPTER VII

FINAL PROVISIONS

94. Late appeals and/or complaints are not reviewed.

95. Appeals and/or complaints are reviewed objectively, in accordance with the principles of independence, impartiality, fairness, transparency, and non-discrimination.

96. Documents related to the review of appeals and/or complaints, including the minutes of the Faculty/KK Board, are stored in the internal document management system “Kontora” in accordance with the procedures established by the KK.

97. The KK faculties are required to systematically collect, manage, and store information on complaints and/or appeals submitted by students and applicants, as well as on the decisions adopted and the measures taken to implement them. These statistics are recorded in the faculty’s annual activity report.

98. This Procedure is approved, amended, and declared invalid by a resolution of the Academic Council.

99. This Procedure enters into force upon its approval by a resolution of the Academic Council. The Procedure is published in the KK internal information system no later than two working days.

100. The personal data of students/applicants are processed in accordance with the Procedure for the Processing of Personal Data at KK.

.....
(name, surname)
.....
(faculty, department/ academy/ centre)
.....
(study programme, year)
.....
(phone, email)

To the Appeals and Complaints Board of the Faculty of at KK

APPEAL
DD/MM/YYYY

.....
(place)

1. Grounds for appeal (mark with X):

- ☐ assessment of an interim and/or final examination in a study course/module;
- ☐ recognition of learning outcomes achieved at another higher education institution or in another study programme of the KK;
- ☐ assessment and recognition of achievements acquired through non-formal learning and self-education;
- ☐ violation of the procedures for completing a study course/module;
- ☐ violation of the procedures for defending a final thesis/project or taking a final exam;
- ☐ violation of the procedures for conducting the entrance test/exam;
- ☐ violation of the procedures for conducting motivational interviews/general aptitude tests for foreign nationals (non-European Union and non-European Economic Area);
- ☐ other.

2. Subject of appeal:

Subject/module/procedure/event being appealed:

(Please specify the title of the study course/module, the name of the procedure or test, the date of the motivation interview, etc.)

Lecturer / responsible person (if applicable):

(Please specify the person responsible for the assessment or procedure.)

Date of the event or announcement of the assessment:

(Enter the date on which the assessment, procedure, or result announcement took place.)

3. Describe the actions taken to resolve the issue:

(Briefly describe whether the issue was discussed with the lecturer, the administration contacted, etc.)

4. Content of the appeal according to the stated grounds:

4.1 Procedural violations:

If the appeal concerns procedural violations (e.g. improper organisation of the assessment, insufficient preparation time, unequal conditions, technical issues, etc.):

Description:

(Briefly specify what procedural violations occurred, when they occurred, and how they affected the result.)

4.2 Assessment of interim/final evaluations:

If the assessment of an interim/final evaluation (e.g., a test question, essay, project, oral or practical assignment) is appealed:

Description:

- Question/task number or title:
- Why do you think the assessment is incorrect:

(Provide arguments based on study materials, assessment criteria, lecturer's comments, etc.)

4.3 Non-recognition of learning outcomes acquired through non-formal learning or at another institution:

If you are appealing against the non-recognition of learning outcomes acquired at another institution or through self-directed learning:

Description:

- What learning or achievement was not recognised:
- Why do you think it should have been recognised:

(Provide evidence: certificates, course programmes, diplomas, etc.)

4.4 Procedural violations during the defence of the final thesis/project, the final examination, or the entrance examination:

If the conditions for the defence or entrance exam/interview were violated:

Description:

(Describe in detail what violations occurred and how they may have affected the process.)

5. What solution are you aiming for?

- ☐ Review the assessment;
- ☐ Allow the retake of the assessment;
- ☐ Change the grade;
- ☐ Recognise learning outcomes achieved through formal or non-formal learning;
- ☐ Reorganise the motivational interview and/or test;
- ☐ Other: _____

6. Documents/evidence provided:

Attached documents:

(E.g., emails, assessment comments, copies of tasks, certificates, screenshots, etc.)

References to documents (if applicable):

(E.g., links to Moodle or other systems.)

7. Other comments (if any):

(Optional)

8. I confirm that I am familiar with the grounds for appeal, the regulations governing the KK, and other relevant documents.

.....
(name, surname, signature)

Description of the Procedure for Submitting and Reviewing
Appeals and Complaints of Students, Unclassified Students,
and Applicants at Kauno kolegija
Annex 2

.....
(name, surname)
.....
(faculty, department/ academy/ centre)
.....
(study programme, year)
.....
(phone, email)

To the KK Complaints Review Board /to the Appeals and Complaints Board of the Faculty of
..... at KK

COMPLAINT

DD/MM/YYYY

.....
(place)

Grounds for complaint *(mark with an X)*:

- ☐ ensuring the quality of studies;
- ☐ compliance with study organisation processes;
- ☐ ensuring the quality of learning resources and the learning environment;
- ☐ ensuring the quality of additional services (financial support, accommodation, leisure activities, etc.) and compliance with procedures;
- ☐ legality, validity, and procedural compliance of Faculty Board decisions;
- ☐ other.

.....
.....
.....
.....
.....
.....
.....
.....

(Clear and detailed description of the situation – a reasoned and substantiated explanation and a clearly formulated request to the board.)

.....
(name, surname, signature)

**CONFIDENTIALITY UNDERTAKING AND DECLARATION OF IMPARTIALITY OF A
MEMBER OF THE APPEALS AND COMPLAINTS REVIEW BOARD OF THE
FACULTY OF _____ AT KAUNO KOLEGIJA**

DD/MM/YYYY

I, as a member of the Appeals and Complaints Review Board of the
_____ Faculty of KK, by signing this declaration, **undertake to:**

1. to perform the duties assigned to me objectively, professionally, without prejudice, and in accordance with the principles of non-discrimination, transparency, independence, and impartiality;
2. to work only as an individual, not representing any institution, organisation, political party, interest group or person, and adhere to the principles of academic ethics;
3. to recuse myself from my duties as a member of the Appeals and Complaints Review Board of the _____ Faculty of KK and to refrain from reviewing an appeal/complaint if it becomes apparent that any of the circumstances listed below exist, giving rise to a conflict of public and private interests.

I declare any relationships and circumstances known to me that may affect my independence and impartiality:

Are there any circumstances related to you or your relatives* that could prevent you from being independent and impartial (e.g., you are related by kinship or have publicly expressed a negative opinion about the person who filed the appeal/complaint, etc.)?

YES NO

If YES, please provide further details, indicating the nature of the interest, etc.

**close relative – parents (adoptive parents), children (adopted children), brothers (stepbrothers), sisters (stepsisters), grandparents, grandchildren, spouse, cohabitant, partner, when the partnership is registered in accordance with the procedure established by law, as well as the parents (adoptive parents) of the spouse, cohabitant, partner, when the partnership is registered in accordance with the procedure established by law, children (adopted children), brothers (stepbrothers), sisters (stepsisters), grandparents, grandchildren.*

I hereby confirm that the information provided is accurate and complete.

I hereby agree that the declared interests should be disclosed to the chair of the Appeals and Complaints Review Board of the _____ faculty of KK.

If the information provided in this declaration changes and a conflict of interest arises, I will immediately inform the chair of the Appeals and Complaints Board of the _____ faculty at KK.

As a member of the Appeals and Complaints Review Board of the _____ Faculty of KK I undertake to comply with the confidentiality obligation:

1. to store and use information related to the review of appeals/complaints that will become known to me as a member of the Appeals and Complaint Review Board of the _____ Faculty of KK solely for the purposes and in accordance with the procedures established by laws and other legal acts;

2. to store documents entrusted to me that contain confidential information in such a way that third parties do not have the opportunity to access or use them.

It has been explained to me that confidential (non-public) information includes: the personal data of the members of the Appeals and Complaints Review Board of the _____ Faculty of KK; the personal data of the person who submitted the appeal/complaint; the documents submitted to me during the appeal/complaint process; issues discussed during the review of the appeal/complaint, decisions made and their arguments; other information related to the activities of the Appeals and Complaints Review Board of the _____ Faculty of KK.

I hereby confirm that the above information will be used solely for the purposes of formalising board meetings and reviewing appeals/complaints, and will not be disclosed to any third party. I hereby undertake not to distribute any copies or originals of the written information provided to me.

I am aware that if I violate this pledge, I will be held accountable under the law.

Signature

Name, surname

CONFIDENTIALITY UNDERTAKING AND DECLARATION OF IMPARTIALITY OF A MEMBER OF THE KAUNO KOLEGIJA COMPLAINTS REVIEW BOARD

DD/MM/YYYY

I, as a member of the Complaints Review Board of KK, by signing this declaration, hereby **undertake to:**

4. to perform the duties assigned to me objectively, professionally, without prejudice, and in accordance with the principles of non-discrimination, transparency, independence, and impartiality;
5. to work only as an individual, not representing any institution, organisation, political party, interest group or person, and adhere to the principles of academic ethics;
6. to recuse myself from my duties as a member of the Complaints Review Board of KK and to refrain from reviewing a complaint if it becomes apparent that any of the circumstances listed below exist, giving rise to a conflict of public and private interests.

I declare any relationships and circumstances known to me that may affect my independence and impartiality:

Are there any circumstances related to you or your close relatives that may prevent you from being independent and impartial (e.g., kinship ties or having publicly expressed a negative opinion about the person who submitted the complaint, etc.)?*

YES NO

If YES, please provide further details, indicating the nature of the interest, etc.

** close relative – parents (adoptive parents), children (adopted children), brothers (stepbrothers), sisters (stepsisters), grandparents, grandchildren, spouse, cohabitant, partner, when the partnership is registered in accordance with the procedure established by law, as well as the parents (adoptive parents) of the spouse, cohabitant, partner, when the partnership is registered in accordance with the procedure established by law, children (adopted children), brothers (stepbrothers), sisters (stepsisters), grandparents, grandchildren.*

I hereby confirm that the information provided is accurate and complete.

I hereby agree that the declared interests will be disclosed to the chair of the Appeals Board of KK.

If the information provided in this declaration changes and a conflict of interest arises, I will immediately inform the chair of the Complaints Board of KK.

As a member of the Complaints Review Board of KK, I undertake to comply with the confidentiality obligation:

1. to store and use information related to the examination of complaints that become known to me as a member of the KK Complaints Review Board only for the purposes and in the manner specified by laws and other legal acts;
2. to store documents entrusted to me that contain confidential information in such a way that third parties do not have the opportunity to access or use them.

It has been explained to me that confidential (non-public) information includes: the personal data of the members of the KK Complaints Review Board; the personal data of the person who submitted the complaint; the documents submitted to me during the complaint process; the issues discussed during the review of the complaint, the decisions taken and the arguments for them; other information related to the activities of the KK Complaints Review Board.

I hereby assure you that the above information will be used solely for the purposes of formalising the board meetings and reviewing complaints, and will not be disclosed to any third party. I hereby undertake not to distribute any copies or originals of the written information provided to me.

I am aware that if I violate this pledge, I will be held accountable under the law.

Signature

Name, surname

MEMO

1. **An appeal** may be submitted against a written decision made by KK regarding a student or applicant if the decision may have violated the latter's rights, assessment or procedural rules and/or contained technical errors.

2. **A complaint** is filed regarding a possible violation of a person's rights and legitimate interests caused by the actions or inaction of an employee of KK, another student, a department, a board, or another body operating at the KK in certain areas (see Table 1).

Table 1. Deadlines for Filing and Reviewing Appeals and Complaints

DOCUMENT TITLE	WHO CAN SUBMIT AN APPEAL / COMPLAINT	PERIOD DURING WHICH THE DOCUMENT SHALL BE SUBMITTED	DEADLINE FOR REVIEWING THE DOCUMENT	DEADLINE FOR SUBMITTING THE BOARD'S DECISION	TERM DURING WHICH THE DECISION MAY BE APPEALED
APPEALS AND COMPLAINTS BOARD OF THE FACULTY (to be formed by order of the dean within three working days from the date of registration of the appeal/complaint)					
Appeal:	Student and/or applicant		within 10 days of the appeal being duly submitted (possible extension of the deadline to 10 working days)	within two working days from the date of consideration of the appeal	within three working days from the date of the Faculty Board's decision
- regarding the assessment of interim and/or final examination results for a course/module;	Student	within three working days of the announcement of the assessment of the course/module	within 10 working days from the date of registration of the appeal		
- due to procedural violations in the defence of the final thesis/project and/or the final examination;	Student	within three working days from the date of the public defence and/or final exam			
- the recognition of study results achieved at another higher education institution or in other study programs of the KK;	Student	Within three working days from the date of crediting the study results achieved			
- regarding the assessment and recognition of learning outcomes acquired through non-formal learning and self-directed learning;	Student and/or applicant	within three working days from the date of assessment of informal and self-directed learning competences			
- possible procedural violations in the conduct of an entrance test/examination;	Applicant	within 24 hours after the results are announced	within 3 working days of receiving the appeal		
- regarding possible violations of the procedures for conducting motivational interviews and general aptitude tests for the admission of foreign nationals (non-European Union and non-European Economic Area citizens) to studies in a foreign language;	Applicant	within 10 working days of receiving the decision			
- in other cases (if he/she believes that the decision made by the KK staff may have violated his/her rights, legitimate interests, or study process regulations).	Student and/or applicant				
Complaint: - regarding the assurance of study quality; - regarding compliance with study organisation processes and procedures;	Student and/or applicant	-	within 15 working days from the date of receipt of the complaint	within two working days from the date of review of the complaint	

<ul style="list-style-type: none"> - regarding the quality assurance of learning resources and the learning environment; - regarding the quality assurance and compliance with procedures of additional services (e.g. allocation of financial support, accommodation, leisure activities, etc.); - other cases. 			(possible extension of the deadline to 10 working days)		
KAUNO KOLEGIJA COMPLAINTS REVIEW BOARD <i>(Permanent – operates throughout the entire academic year as a collegial body. Established by order of the Director for 1 (one) academic year.)</i>					
Complaint: <ul style="list-style-type: none"> - on the legality, validity, and compliance with procedures of Faculty Board decisions 	Student and/or applicant	within three working days of receiving the decision	within 15 working days from the date of registration of the complaint <i>(possible extension of the deadline to 10 working days)</i>	within two working days from the date the complaint is reviewed	- <i>(The decision of the KK Board is final and not subject to appeal.)</i>